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Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

INSTITUTE OF GOVERNMENTAL STUDIES LIBRARY
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Facility takes shape At East Oakland site

Action Agenda, '84

GM sets top 1984 priority: Be responsive to customers

In this District, our first and most important task is to gain — and to keep — satisfied customers.

In affirmation of this, AC Transit is embarking this year on an organized program of strict, sweeping self-examination — of ourselves and of the service we provide the public.

We know we can improve the design of service and its implementation on the streets of the East Bay. And achieving this improvement in serving our customers is the top priority task on our 1984 agenda. To accomplish this, we will be seeking the assistance of our patrons and public in identifying avenues by which to reach our goal.

We have to look for new ways to serve a public that is changing in its make-up and its needs. One concern: the movement of residential concentrations into new suburban areas and establishment of new industrial parks and suburban work sites. To meet the mobility needs of people in these areas, we must carefully assess our market and then make service adjustments which the assessments indicate would be productive.

These changing patterns in the East Bay also will require closer coordination with other transit agencies — particularly BART, with whom we share the burden of providing public transportation in our geographic area.

All this means reexamination of decades-old assumptions about the bus service we operate. And above all, it means being sensitive to the needs and the requirements of every rider — and potential rider. It means listening to our patrons, learning from them, and responding to their input.

The great majority of AC Transit workers make every effort to do an excellent job every day, but there is still room for improvement in our collective performance. And we readily acknowledge that there have been instances when it's taken patience and understanding on the part of patrons to help us identify and solve problems they have pointed out. In addition to their continued understanding, we will seek their active assistance in solving today's problems and in helping us identify and create effective solutions to tomorrow's challenges.

AC Transit has a hard-won reputation for excellence and for responsiveness; in rededicating ourselves to goals of excellence, we also commit ourselves to improving that reputation.

L.A. Kimball
General Manager

Long-time Directors named officers

Oakland businessman *Ray Rinehart* was elected president of the AC Transit Board of Directors at the first meeting of the year on January 11. He succeeds *Michael H. Fajans.*

Rinehart has been a member of the policy-making body since 1963, serving twice before as president of the Board. He and *William J. Bettencourt,* of San Leandro, who will serve this year as vice-president, were chosen by fellow Board members, who oversee operation of 800 buses in the District's two-county, 620-square-mile service area.

Rinehart, a certified public accountant, is involved with transit matters on a national level through the American Public Transit Association. He is a member of APTA's Legislative Committee, Financial Management Committee and the Governing Boards Committee.

Other affiliations include the American Arbitration Association's National Panel of Arbitrators, the East Bay Chapter of the California Society of Certified Public Accountants, the Society of California Accountants, the State Society Professional Advancement Committee, and the American Institute of Certified Public Accountants.

Locally, he has been involved as a Director of United Cerebral Palsy, Providence Hospital Advisory Board, Oakland Serra Club, and a member of the Producers Associates Board of Directors for Woodminster Amphitheatre.

Bettencourt, who succeeds Rinehart, last year's vice-president, has had a seat on the Board of Directors since its inception in 1956. He has served as president three times.

Bettencourt's transit commitments include the APTA Marketing Committee. At the local level, he has long been involved with the San Leandro Chamber of Commerce and the San Leandro Development Committee. He has served also as executive secretary of the Catholic Charities Archdiocese of San Francisco; director of public relations, St. Joseph's Hospital; director of public relations, Diocese of Oakland; and director of public relations and alumni executive director, St. Mary's College, Moraga.

Both officers will serve one-year terms.

President Ray Rinehart (above, right) accepts gavel from predecessor, Michael Fajans. William Bettencourt (right) is Board Vice-President.

Prototype project

Transbay Terminal's new info

INFORMATION PLEASE — Beginning with detailed data on how to use the Information Center itself, RTA's new format contains such basics as getting around the building and its immediate surroundings at First and Mission in downtown San Francisco. There's also detailed descriptions of bus and train service from San Jose to Santa Rosa, "How to ride. . . " data listing fares, service levels, hours of operation, and other information for every major Bay Area public transportation system.

The initial omnibus Regional Transit Association (RTA) information center now occupies a 40-foot-long wall inside the Transbay Transit Terminal in San Francisco.

Key to this cooperative effort was inclusion of over-sized route maps provided by each of the four operators serving the Terminal — AC Transit, Golden Gate Transit, SamTrans and MUNI. Similar data, though at a smaller scale, describes the nearby BART train service and other public transit systems in the region.

Also posted is frequency-of-service and hours-of-operation for all bus routes operated from the Terminal, plus most other connecting routes in the four systems. Developed by AC Transit, this prototype center is all-inclusive because of the volume of transit service available at or near the region's busiest transfer point — the Transbay Terminal.

RTA plans similar centers for other 'Regional Transit Connection' points.

system is transit travelers' aid

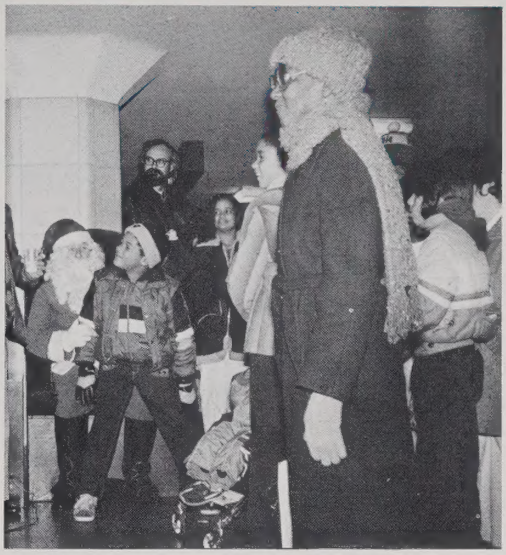
RIBBON CUTTING — On behalf of RTA, BART Board President Art Shartsis last month unveiled the information installation developed by the association's six member systems. RTA's project in the Terminal, which is operated by CALTRANS, also includes new directional signage designed to help transit patrons get around the cavernous building more efficiently. In addition to coverage by local TV and newspapers, the colorful information display drew a crowd of interested riders at its unveiling. Terminal staff notes that it has since sparked considerable comment from transit users, who say they hadn't known before that it's possible to get to most of the Bay Area from the terminal simply by using transit service other than the commuter routes which they regularly ride.

FOCUS: Transit People and Projects

MAINTENANCE MILESTONES — Three Maintenance people with a combined total of nearly 113 years of service to East Bay transit were honored by fellow workers at a retirement party January 7 at the Fratellanza Club, Oakland. Guests of honor were Merle J. Hamilton, chief clerk, Maintenance, who began work for the System's predecessor July 11, 1947; Ernest Passarella (left), body shop foreman, Emeryville, who joined on July 13, 1945; and Manuel L. Ramos, main diesel mechanic at the Transbay Transit Terminal, who started March 17, 1945. Approximately 200 fellow workers and friends joined in wishing the trio happiness and health.

JUST PRAISE — AC Transit Board President Michael H. Fajans presents commendatory plaque to John Zorman, who became, as the year ended, the first District driver to reach the 33-year safe driving milestone. The ceremony honoring Zorman took place during the Board's first official meeting in December. Proceedings included passage of a resolution praising the veteran driver's record-setting achievement. Guests at the event included Zorman's wife, Mary, and daughters Sandra and Judy.

FOCUS: Transit People and Projects



NOEL NOTES — Proffering 1983 'Season's Greetings' to patrons in the Transbay Transit Terminal were songster Gene Gardiner (above left), Research and Planning, backed by Drivers Hollis Carr, Raymond Nix, Dave Stewart and Harvey Williams; Dispatcher Bob Turner; and Maintenanceman Joe Santos. Also happily on hand: AC Transit's own 'Santa', Treasury's Jim McCracken (above and left), plus 'elves' Pat Davis and Connie Lowe, of Information.

TOYS ARE US — A mysterious unicorn, a wacky bird, a duck-on-wheels, stuffed pillow pets of all varieties: AC Transit employees contributed these and other toys for needy families during the past holiday season. Helping to gather the gifts were (from left) Betty Carlisle, Wilma Gaines, Helen Lee, Mary Ann Constable, and Bernell Thomas. The annual project to provide cheer for children is conducted under direction of the Personnel Department.

Transit Time-Capsule

1945 speech gives view Of wartime problems In operating transit

The following are excerpts from a speech by Alfred J. Lundberg, President of Key System (AC Transit's predecessor organization), on the occasion of the opening of a new motor coach terminal at Alameda Naval Air Station. The date was March 7, 1945.

Key System, with the help of the 2,600 members of its family who are working long hours under trying conditions, is exerting every effort to maintain and to better its transit service. It is realized that in the bee-hive of war activity, transit service is essential to the war effort, particularly (since) restrictions on private automobiles have thrown additional load on public transit.

The problems which beset us are not peculiar to this area. However, this territory has had an unusually rapid growth, quick industrialization, and an unusually large number of military installations. Also, California had, before the war, the most automobiles per head of any state. In the territory served by Key System, conditions were unusually favorable for the use of automobiles.

The transit system had to be adapted to that condition; that meant the conversion of many former rail lines to motor coach operation. The modernization and adoption of motor coaches for the two decades before the war were in the public interest under peace time conditions — and, as you all know, we are not a war-like nation and we did not make war until we were attacked.

Just as this great Air Station has been enormously expanded under war time conditions, so has every other military installation in the area, and many new war plants created besides. No new automobiles and very little new transit equipment has been manufactured. Government controls, difficulty in getting enough employees, government restrictions on the many materials we need have all complicated the problem. Key System is carrying more than twice the traffic for which it was designed and equipped. We are doing our level best.

With continued cooperation such as this new terminal here at the Air Station, I am sure that our public transit problems are on the way to solution.

District headquarters will rise at downtown Oakland location

(Continued from Page 4).

Pass and Ticket Sales, a lobby reception area and storage space.

The Board meeting room and offices, Marketing and Public Information, might be on the second floor.

Third floor facilities could include Research and Planning, Personnel, Claims/Safety/Security, and Affirmative Action/Disadvantaged Business Enterprise offices.

Finance and Treasury was suggested as a fourth floor grouping, along with computer hardware.

Plans indicate that Operations might be on the fifth floor, including Transportation, Supervision, Central Dispatch, Schedules/RUCUS (run cutting and scheduling), and PBX/Telephone Information. This reflects the District's intent to create a single Operations Center, consolidating functions currently being conducted at different locations throughout the System.

The sixth floor might house Executive Offices, Legal Department and conference rooms.

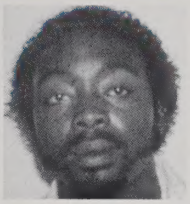
Gage points out that these suggestions "are all in the planning stage and subject to change."

New Employees

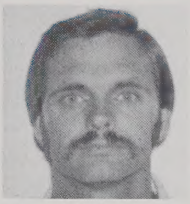
AC Transit welcomes these new workers

Alex Byrd
Transportation
Richmond

Henry Carmical
Transportation
Seminary



Charles Edward
Transportation
Emeryville



Mark Hanes
Transportation
Seminary

Francisco Lara
Transportation
Emeryville

Lorenzo Manti
Transportation
Newark

Olivia Peevy
Transportation
Newark

Dianne Sanders
Transportation
Seminary

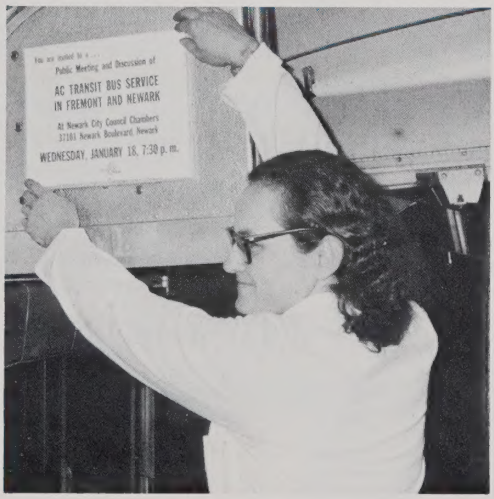
Emma Vaughn
Transportation
Newark

COVER BOX — As time ticks away toward target-date for completion — this summer — the Central Maintenance facility takes clearer shape at the East Oakland site. As of mid-January, some areas looked like this: new bus bays (below, left), secure storage area (below, right), and employee patio (top). The $21 million project at East 14th St. and 105th Ave. will house all heavy duty maintenance functions plus Purchases and Stores, re-located from Emeryville.

Retirement round-up

- **Russell F. Briscoe,** Driver, Newark Division, 20 years.
- **David Scott,** Driver, Emeryville Division, 26 years.
- **Willie D. Wade,** Driver, Seminary Division, 15 years.

Newark news


Public Meeting and Discussion of
AC TRANSIT BUS SERVICE
IN FREMONT AND NEWARK
At Newark City Council Chambers
37101 Newark Boulevard, Newark
WEDNESDAY, JANUARY 16, 7:30 p.m.

Rosemary Hudoba, the System's first female mechanic "C", checks car card announcing public meeting of Fremont-Newark Advisory Committee. Hudoba both lives and works in that area.

Actions of the Board

At a regular meeting November 30, the Board of Directors:

- Authorized travel of Maintenance technician to attend Motorola Radio Course, on motion of Director Bettencourt.
- Referred bids for furnishing coach and automotive batteries to management for evaluation and subsequent recommendation, on motion of Director Bettencourt.
- Awarded bid for furnishing brake retarder assemblies to Telma Retarder, Inc./Midwest Retarder, Inc., subject to compliance with specifications and to UMTA approval, on motion of Director Bettencourt.
- Authorized General Manager to issue Request-for-Proposal for new General Offices facilities, on motion of Director Shepard.
- Accepted Annual Financial Audit, Fiscal Year ending June 30, 1983, on motion of Director Nakadegawa.
- Approved award of contract to C. Overaa & Company for parking structure, Emeryville Division, on motion of Director Nakadegawa.
- Authorized General Manager to enter into agreement with Travelers Insurance Company for medical/dental/prescription benefits program and with California Vision Service for vision-care benefits program, effective Jan. 1, 1984, on motion of Director Bettencourt.

* * *

At a regular meeting December 14, the Board of Directors:

- Authorized travel of Attorney for the District to attend annual APTA Legal Affairs Committee meeting and travel of Purchases and Stores Manager to attend APTA Purchases and Materials Management Administrative Committee Meeting, on motion of Director Nakadegawa.
- Adopted resolution relating to coverage agreement with Travelers Insurance Company, on motion of Director Nakadegawa.
- Adopted specified personnel requirements, on motion of Director Bettencourt.
- Adopted resolution commending Driver John Zorman for safe driving achievement, on motion of Director Bettencourt. (see story, pg. 8)

Transit-Times

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BOARD OF DIRECTORS

RAY RINEHART ..... President
Director at Large
WILLIAM J. BETTENCOURT ..... Vice President
Ward IV
ROY NAKADEGAWA ..... Director at Large
MICHAEL H. FAJANS ..... Ward I
WILLIAM E. BERK ..... Ward II
JOHN McDONNELL ..... Ward III
LINDA SHEPARD ..... Ward V

MANAGEMENT

L.A. Kimball ..... General Manager
Lawrence A. Rosenberg ..... Assistant General Manager for Administration and District Secretary
Robert J. Shamoon ..... Assistant General Manager for Operations
Nathaniel A. Gage ..... Assistant General Manager for Finance
Richard W. Meier ..... Attorney for the District
Glenn R. Andrade ..... Purchases and Stores Manager
Loren A. Ball ..... Transportation Manager
Gregory L. Ford ..... Administrative Projects Manager
Richard A. Fratus ..... Controller
Ozro D. Gould ..... Risk Manager
Donald S. Larson ..... Research and Planning Manager
Jim Lowe ..... Information Systems Director
Mike Mills ..... Marketing Manager
Warren E. Robinson ..... Transportation Engineer
John W. Rose, Jr. ..... Affirmative Action Coordinator

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ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

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Bay Area transit status report: RTA's first conference convenes

Action Agenda, '84

Personal accountability: It applies at every level

Public transportation is naturally and understandably a target of critical public examination for two key reasons: mass transit buses are highly visible, even to the non-rider; and they are used, tested and judged by thousands of people every day of the year.

As individuals, we transit personnel are members of a larger public; and we routinely assess both individuals and institutions we contact and on which we place demands in our daily lives.

Similarly, we at AC Transit, as public servants, are 'natural targets' of public critique. Such criticism of us and the service we operate — from whatever sources or however focused — cannot be ignored or written off.

The very term 'public servant' describes the obvious: we who serve under the public banner are always accountable for our performance.

That covers individual performance, too, including, at AC Transit, every person who slides behind a steering wheel, who answers a telephone, who sweeps out a coach, who rebuilds an engine, who creates a schedule, who frames a departmental budget or prepares a report.

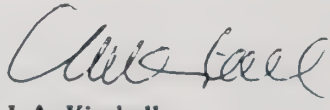
Some of these functions — and many others it takes to keep AC Transit operating — do not require face-to-face interaction with our patrons, but that fact is irrelevant.

All individual tasks impact on our total job and, ultimately, on the quality of this District's over-all performance as judged by those best able to judge — the riders, from whom we hear scores of comments (pro and con) every single day.

The judgment of the public we serve is an important reality — a fact which underscores several vital points:

- **It takes only one rude driver to alienate a bus load of patrons, cancelling in their minds the conscientious performance of *most drivers*;**
- **It takes only one careless response from an administrative or support employee to brand all of us as 'indifferent' and 'unhelpful' to patrons who call on us for information or assistance;**
- **It takes only one ride in a dirty bus to sour a potential patron who was considering a switch from a car to public transportation.**

President Harry Truman said it best: "The buck stops here!" And while it's true that 'the buck' ultimately stops on the General Manager's desk, from the public's point of view, it also lands in front of each and every employee.



L.A. Kimball
General Manager

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New SAM group will analyze service

Five key bus routes have been earmarked for intensive analysis and improvement in coming months as part of a newly reorganized program of strict self-examination to strengthen service.

Lines 40/43, 51/51A, 57, 72 and 82/83 will undergo critical and close analysis. This will include consideration of rider needs as identified through customer comments and data to be garnered through an impending market survey.

"In addition to asking riders to help us identify potential improvements," says General Manager *L.A. Kimball,* "we're giving these five routes intensive internal re-examination ourselves."

Immediate responsibility for launching this analysis rests with a newly established ad hoc task team — the Service Analysis Monitoring Task Force — just formed by Kimball. This SAM team has begun collating all available information relating to service performance on Line 57 service, including comments from drivers and riders, road supervision observations, and traffic checks.

This data collection effort will yield a valuable by-product: an inherent test of all current district procedures for assembling and analyzing service performance reports. The result may be further refinement of these procedures.

"I expect this SAM Task Force to work itself out of a job in a short time," Kimball states. "It's not our intention to establish yet another forum for lengthy, continuing discussion of problems. Our goal is to ensure that the procedures are in place so this District routinely handles problems swiftly and effectively, whenever they come up."

The District offices directly involved in the SAM task force analysis of the five selected routes include: Research and Planning; Customer Relations (Marketing); Schedules; Supervision; and Transportation. Other departments, such as Safety and Maintenance, will be called on as needed.

And the information and recommendations generated will be communicated throughout the District, according to Kimball. Additionally, riders and the public at large will hear directly from AC Transit about those task team recommendations.

"It's my sincere hope that all District employees — particularly the drivers and road supervisors — will participate by passing along observations and constructive suggestions."

Bend-in-the-middle coaches Get fresh paint for spring

GOOD HUES — Fresh color is appearing on articulated double-length buses currently getting a brighter face at Emeryville Division. The modification in color and design is presenting riders with a lighter, cleaner look in 1984. Repainting each of the 30 articulated coaches in the fleet takes approximately two weeks.

THE COVER — AC Transit Board President Ray Rinehart (main photo) emceed portions of the Bay Area's first Regional Transit Conference this month, attended by system policy makers and managers, meeting with local, state, and federal officials — plus lawmakers and the press — to discuss status and plans of the area's mass transportation network. Keynoter (inset) was Ralph Stanley, Urban Mass Transportation Administration. For six years, RTA has pursued regional coordination efforts through monthly meetings of the staffs of member systems. Now RTA plans to hold such annual assemblies to ensure active participation of policy boards in regional efforts.

Management and supervisory training programs launched

MANAGEMENT SKILLS — Doing business in a competitive market within a highly complex and ever-changing society requires up-to-date management expertise. This reality lies behind the District's ongoing program of administrative staff training, including (above) a course at Chabot College in management/supervisory techniques. Also, the first of a number of workshops in effective written communications convened last month (top of page). For individuals, such classes can prove an important aid to career advancement. For AC Transit, which shares the training costs with UMTA, it promises a sharper-honed staff.

Two management and supervisory training programs convened last month. Their aim — and that of future programs — is to provide management/administrative employees the means for continued education to enhance career potential.

An "Effective Writing Workshop" began in mid-month, offering 16 hours of training and exercises to improve practical skills in written communication. Positive response to this course has resulted in tentative plans for other sections in coming months.

A 13-week "Elements of Supervision" course also began in mid-January, offering credits, through Chabot College, applicable toward a certificate or degree program. Plans call for forming at least one other section of this class after completion of the first.

Other courses — also to be partially subsidized by UMTA grants — are being considered.

The retirement round-up

- **Glen Ashmore,** Maintenance Superintendent, Emeryville Division, 40 years.
- **Jennie M. Hamilton,** Chief Clerk, Maintenance, 36 years.
- **Eileen L. Hunter,** Ticket Seller, Transbay Terminal, 29 years.
- **Richard R. Hustace,** Driver, Seminary Division, 27 years.
- **Robert R. Lendway,** Mechanic AA, Maintenance, Seminary Division, 23 years.
- **Leo F. Manning,** Driver, Emeryville Division, 21 years.
- **Joe Middleton,** Transportation Supervisor, Emeryville Division, 19 years.
- **Ernest Passarella,** Mechanic AA/ Relief Working Foreman, Maintenance, 38 years.
- **Gerald G. Pitts,** Driver, Emeryville Division, 28 years.
- **Carlton F. Purvis,** Driver, Seminary Division, 27 years.

Five die who completed varied transportation careers

May L. Souza, 95, whose 34-year career as a secretary for AC Transit's predecessor organizations ended with her retirement in 1944, died January 25 in Oakland. She was the longest-term retiree on the System's pension rolls.

Her career had begun in 1910 when she went to work as a stenographer for Oakland Traction Company (later, San Francisco-Oakland Terminal Railways), whose offices were at 22nd and Grove Sts. At retirement, she held the position of secretary to the controller. Her late husband, John Souza, served many years as an officer on Southern Pacific's fleet of transbay ferries.

Mrs. Souza is survived by a godson, Francis Braia.

Four other transit retirees died during the December-January period.

Clifford E. Huny, 78, who had been a Line 51 driver for 22 years prior to his retirement in 1968, died December 4 in Walnut Creek. His retirement home was in Oroville.

Huny joined AC Transit's predecessor in 1945. His entire service tenure with Emeryville Division was on Line 51.

He is survived by his widow, Keturah.

William Wheeler, 59, who had been a Maintenance Department utility employee at Richmond Division prior to his retirement in 1979, died January 22 in Pinole. He had completed 14 years of service before closing out his employment.

A former union shop steward, Wheeler is survived by his widow, Enid, and son, William. The family home is in Pinole.

John P. Donohue, 72, who had been a driver for 34 years prior to his retirement in 1980, died January 16 in Lakeside (southern California). He worked out of Emeryville Division at the time he retired from a period of transit service that began in 1946.

Donohue is survived by his widow, Eleanor.

Jacob A. Sneed, 66, a former Emeryville Division driver who retired early last year, died January 29 in Michigan. His District service record, spanning 30 years, was highlighted by his receipt, in 1981, of the 25-Year Safe Driving Award.

A resident of Indiana at the time of his death, Sneed is survived by a great-niece, Cozette Reese.

FOCUS: Transit People and Projects

PETALS OF PRAISE — PBX/Information Clerk Rita Wells accepted a bouquet of roses recently in recognition of earning the highest number of commendations (from patrons and the public) received in 1983 among those in her job-category. An employee for 11 years, Wells is the second PBX/Information Clerk to be recognized for positive public relations. Cynthea Watkins received the prior award.

New Employees

AC Transit welcomes these new workers

Odis Brackens, Jr.
Transportation
Richmond

Idella Carson
Maintenance
Seminary

Luvinia Champion
Maintenance
Emeryville

Cleopatria Cooper
Transportation
Seminary

Richard Fiol
Transportation
Newark

Gerald Fountaine
Maintenance
Newark

Melinda Keyes
Transportation
Richmond

Barbara Oliver
Maintenance
Emeryville

Norma Owens
Transportation
Richmond

Gloria Patterson
Transportation
Richmond

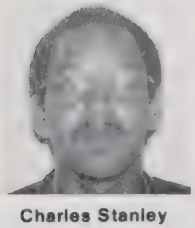
Tina Perez
Transportation
Richmond

Claudette Price
Transportation
Richmond

John Rue
Transportation
Seminary

Randall Shivers
Transportation
Seminary

Sidney Smith
Transportation
Seminary



Charles Stanley
Transportation
Seminary

Patricia Thomas
Transportation
Seminary

Elizabeth White
Maintenance
Seminary

Valerie Williams
Maintenance
Seminary

Our 'Stockholders' Write

This is a letter of praise for an extremely courteous driver *(Lonnie Meredith)*.

He helped several people at various bus stops to find the buses they needed. On the bus he helped a young woman with two small children (one sleeping in her arms) to find the stop closest to her destination.

I have ridden with AC Transit for 20 years, and your drivers are usually very pleasant, but this one was exceptionally nice and a remarkably safe driver.

Mrs. Ulmar T. McKnight
East Bay

* * *

I was very impressed by *(Harold Crump's)* skillful driving and careful manner when I had occasion to take the bus to the airport on Saturday morning. He slowly proceeded until elderly and handicapped passengers were seated before accelerating to speed — no jerky starts. He also waited for running late passengers but also insisted that some young persons who cheated the farebox put in additional money.

Richard Hargreaves
Oakland

* * *

It is with pleasure and appreciation that I recommend to your attention AC Transit Operator *N. E. Torrevillas*. I thought you would like to know of his courtesy and attentiveness to customers.

I like people to know that their services and attitudes have been noticed and appreciated.

Dr. Edith Ligeti
Berkeley

I rode with *(Rudy Dykes)* from Berkeley to El Cerrito, and was fortunate enough to ride with him on his return trip. I think he should be recognized for his courtesy and the pleasant way in which he patiently serves his passengers in giving directions, answering questions, and his helpfulness in general.

He deserves your favorable attention.

Mrs. D. Prosser
Berkeley

* * *

Please thank *Michael Wilburn* for being so pleasant and courteous on my first bus ride in your city. My town of Vallejo doesn't compare with your type of bus service.

Z. Lofton
Vallejo

* * *

We teachers at Amelia Earhart School would like to thank you for your friendly cooperation and consideration of our needs.

Our driver, Mr. *E. A. White*, was friendly, patient, and pleasant while working with the children. His promptness in such terrible weather was extremely appreciated.

Mr. Williams was a great help in scheduling the arrangements for the trip. Without the help of your employees our trip would not have been possible.

Rhea Nelson
Patty Friesz
Gloria Grant
Teachers,
Amelia Earhart School
Alameda

Actions of the Board

At a regular meeting January 11, the Board of Directors:

- Elected Ray Rinehart President and William J. Bettencourt Vice President, on nomination of Director McDonnell.

- Authorized travel of representatives to attend two specified American Public Transit Association meetings, on motion of Director Bettencourt.

- Authorized General Manager to continue contract with District Legislative Representative for one year, on motion of Director Shepard.

- Awarded contract to Ferma Corporation for site and building demolition at Hayward division location, on motion of Director McDonnell.

- Authorized General Manager to develop Request-for-Proposal for marketing analysis aimed at developing data of aid in increasing ridership, on motion of Director Bettencourt.

* * *

At an adjourned regular meeting January 25, the Board of Directors:

- Authorized travel of representative to attend specified APTA meeting, on motion of Director Bettencourt.

Transit-Times

Published monthly by the
ALAMEDA-CONTRA COSTA TRANSIT DISTRICT
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Gatherings honor Nisbet

A late January luncheon hosted by the MTC and Transit Operators Coordinating Council, and a March 2 retirement dinner sponsored by AC Transit have been aimed at honoring Robert E. Nisbet, former General Manager. Coverage of the latter event will be in the March issue.

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APR 2 -

UNIVERSITY

Exemplary safety records Earn seats at pro games

Dependability of AC System Is vital to many thousands

Public transportation is a high-priority issue in our complex urban society. This fact is illustrated by the news created when, for whatever reason, any public transit system ceases to function.

A society which hopes to operate efficiently must count on moving masses of people daily on systems characterized by their dependability. People of all ages and economic levels depend on public transit services.

In providing service to our public, AC Transit has earned a reputation for being a dependable public transportation system; and it's important to remind ourselves of the meaning of "dependable."

The people who use our public transit service must — and do — believe that the buses will be there — when and where scheduled. They have a right to think this and we also can expect them to complain when a bus is late, or over-crowded, or dirty.

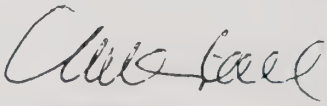
However, should the bus not arrive at all, anxiety, frustration and anger understandably become the prevailing mood. Being late to work or school, missing a long-scheduled business or medical appointment, standing at a bus stop while the minutes tick by: all of us can identify with the feelings such situations engender.

Operating a responsible, dependable transit service means ensuring that our customers can count on us; and it takes reliable employees at all levels to be sure the job gets done.

The highest praise we could possibly seek is a public declaration: "You can rely on AC Transit!"

Our ability to deliver service deserving such praise depends on each employee understanding and meeting a fundamental requirement: to be reliable. That means coming to work as scheduled, and giving the District — and our riders — our best.

The success of our System rests entirely on each individual's recognition of his and her own responsibility to provide the dependable public service so vital in the lives of many thousands of East Bay bus riders.



L.A. Kimball
General Manager

Service, rider, fund levels forecast

A modest investment of dollars in AC Transit service improvements could yield a sizeable increase in ridership over the next five years, and such an increase is a key objective enumerated in the latest Five-Year-Plan, introduced by General Manager *L.A. Kimball* during the March 7 meeting of the Board of Directors.

The draft document, prepared by Research and Planning Department, will be the subject of a public hearing April 11.

"This document is the guidebook which outlines the kind of service we will be operating in the immediate future," Kimball told Directors. "And it includes indicators of the service we may be operating in 1989."

Since specific elements of the Five-Year-Plan will be affected, for better or worse, by the level of funding, the draft document projects three basic possibilities: maintaining current levels of service (assuming no increase in funding); improving service to yield a projected 15 percent ridership increase over five years (assuming some budget increases); and curtailment of service by as much as 10 percent (assuming budget cuts).

"It's our hope and our intention to pursue the positive course of action," Kimball says. "We know that modest investment of greater resources, coupled with stringent self-examination and productive internal improvements, will result in attracting more riders; and that means we'll be doing a better job."

In any event, the process of careful examination of existing service — the bus routes, and the number of buses operating on each route — will be a vital element in the District's activities in the coming months and years. The aim is to maximize the utilization of buses and the effectiveness of those who drive and service them.

Trade-offs will result. For example, buses and drivers will be removed from routes where ridership is minimal and reallocated to routes and areas where demand — or potential demand — for transportation service is increasing.

The District's 850-bus fleet probably will not increase in size, according to the plan. But it will be assigned — or reassigned — to be more productive by carrying more riders each day.

Before the Five Year projection is adopted, Directors must decide several vital policy issues. Key among these is the process by which the District examines itself. The current recommendation is for further refinement of a procedure by which AC Transit is soliciting constructive criticism and suggestions — on a route by route basis — from riders, drivers and road supervisors.

Another key issue is funding, and the plan stresses that bus fares may have to increase, perhaps as early as next fiscal year — a decision to be made by Directors, whose responsibilities include setting the level of operational contribution made by passengers.

"This is a very sensitive point," Kimball acknowledged. "Experience tells us that fare increases have an adverse effect on ridership.

"Yet we cannot be certain that regional sources will adequately fund future operations — at current levels — of AC Transit and the other Bay Area transportation agencies."

One answer to this dilemma is to attract more riders, a situation which would have a very positive effect on financial prospects. The various means by which AC Transit proposes to pursue such a program are detailed in the plan, which is now available for study at locations throughout the East Bay, including District headquarters in the Latham Square Building, downtown Oakland, and at many public libraries.

Trial use will test smaller buses

Following a study by Research and Planning on deploying a fleet of smaller-sized buses to meet particular terrain, noise reduction, and ridership needs on selected routes, AC Transit will put three such buses into revenue service this summer on an experimental basis. Coaches selected for this road-test demonstration are 26-foot-long Neoplans.

Planners identified nine routes within the District as possibilities for service by scaled-down coaches. Key considerations in pin-pointing such routes are lower peak-load passenger numbers; terrain characterized by narrow, curving streets and/or heavily trafficked situations where maximum maneuverability is needed; neighborhoods in which complaints of bus noise and/or vibrations have been of concern; and rider-counts-per-trip.

Based on the District's current route structures and service levels, planners indicated that 34 small buses could be appropriately deployed. But, the study stressed, that number could increase or decrease with future changes in ridership, route design, service area, and land use.

The disadvantages of scaled-down buses, based both on past and current experience, include higher operating cost per-seat-mile and less flexibility in assignment. In the past, the District has been a purchaser of smaller buses, such as the 25-passenger Chance Mini-Bus; and also has experimented in creating its own custom-design, such as the 13 "cut-down" coaches built for use in the since-disbanded Richmond Dial-A-Ride service.

The report points out that many more companies are now competing for smaller-capacity bus business (25 to 30-footers seating up to 30 riders) with models which are heavier-duty, promising maintenance costs closer to those of full-sized coaches.

Possibly the most visible among the current complement of small coaches are those now in Oakland "Downtown Shuttle" service.

Planners recommended deploying the first of the new smaller buses from one yard only, probably Newark Division, to expedite operations, maintenance, data gathering and evaluation.

Operator, retiree meet deaths

A veteran driver and a long-time retiree died in early March.

Robert A. Lile, 54, Newark Division, died March 3 in Hayward, where he made his home. He had passed the quarter-century service mark last Fall.

Lile is survived by his widow, Velma, and children Diana, Shirley, and Kenneth.

Milton Richmond, 84, who was an assistant dispatcher, Seminary Division, at the time of his retirement in 1964, died March 7 in Oakland. His transit career had begun when he joined AC Transit's predecessor organization as a streetcar operator in 1944.

He is survived by his widow, Doskie, and children Janice L. Gruver and William O. Richmond.

THE COVER — Seven veteran AC Transit operators, whose combined safe-driving record exceeds two hundred years, display Oakland Invader football tickets they received in recognition of their outstanding accomplishment. The tickets are part of the System's employee incentive program, designed to reward and encourage personnel to do a better job of serving the public. The on-going program involves all departments, including clerical and maintenance employees as well as operations personnel. In addition to the football tickets, current incentives include awarding of baseball tickets to Oakland A's home games. These are scheduled for distribution throughout the season. Pictured (left to right) are: (back row) Edith Stiles, Remo Benedetti, John Zorman; (front row) Al D. Miller, Stephen Stathis, Henry Christi and Cornelious Perry.

Retired GM

Colleagues and associates honor Nisbet

RETIREMENT RITES — Events honoring retired General Manager Robert E. Nisbet drew attendees connected with his long public transit career. He and wife Pat (right) are shown at the March 2 retirement dinner at the Hyatt, Oakland International, where presentations included a portrait (below), displayed by the artist, Driver Vincent Groves. Guests included (bottom photo) Directors Michael Fajans, Roy Nakadegawa, and John McDonnell; and Risk Manager Ozro Gould. At a January luncheon hosted by Metropolitan Transportation Commission and Transit Operators Coordinating Council (middle, right) Nisbet's table colleagues included Lawrence Dahms, MTC Executive Director (far left) and Keith Bernard, BART General Manager (second from right). **Dinner Photos: Ed Shelden**

FOCUS: Transit People and Projects

RIDES FOR DEMOS — Representatives from Bay Area transit systems and other agencies are meeting to anticipate added needs for transit service during the Democratic National Convention in San Francisco in July. Headed by AC Transit's Robert J. Shamoon (table, far right), assistant general manager for operations, the group represents BART, San Francisco MUNI, Golden Gate Transit, SamTrans, Santa Clara County Transit, and participants from CALTRANS, Metropolitan Transportation Commission, Highway Patrol, and San Francisco Police. One product of the planning will be a brochure on how to reach points in the Bay Area — for business, dining, recreation, sight-seeing — by transit. This is expected to be a big aid in planning side-trips and excursions (before, during, and after the event), using economical means of mobility. Initial meetings were launched during the last two months of 1983, and sessions are scheduled through convention-time.

HELPING HAND — Many AC Transit employees find off-the-job time, energy and commitment to serve the community — from Scouts to choir-singing to canvassing for a good cause. One example is Walt Montgomery, a road supervisor, who was honored last month by an award from Alameda County's Association for Retarded Citizens. Both Montgomery and his wife help the developmentally disabled in the Fremont-Newark area, for whom AC Transit provides a bus link between two different training/learning sites in the southern Alameda County service area.

Our 'Stockholders' Write

It was like searching for a needle in a haystack — looking for a 1967 50¢ piece the day after it was lost (among over 600 buses and after a holiday, no less). Yet AC Transit did it! The enclosed 50¢ is to replace the one we put in the bus box.

Mr. Lumley (*Ron Lumley,* Treasury) was so charming and positive and willing to help I couldn't believe it.

In an age of distrust and lackadaisicalness, it's a marvelous, uplifting experience to have met such helpful people.

Mrs. G. Brown
East Bay

* * *

The passengers of the 34C/Schedule 10 are pleased to acknowledge and commend Mr. *Richard Cartwright*, driver, for the performance of his duties. Mr. Cartwright is a highly dependable, reliable, safe, and courteous bus driver — qualities which cannot be said of all your drivers. He is always on time at our pick-up points and makes every possible effort to get us to our destinations in spite of auto accidents, poor driving conditions, or any traffic delays. We deem him as the ideal model for other drivers.

As most of us are working commuters, it is essential to have available to us a reliable and safe public transit service. We find that through Mr. Cartwright. We are not aware of your method of honoring your drivers. Whatever that method is, we ask that you will give him your earnest consideration for it.

Signed by 12 passengers
Castro Valley

I had occasion to ride AC Transit to the Concord BART Station with a friend who is confined to a wheelchair.

I was very impressed with the equipment on the bus and the assistance offered to us by the driver, *Johnnie Grate.* Even though the weather was stormy and there were many other patrons, Mr. Grate was informative and considerate to us as well as others. He was also very professional in his use of the equipment.

Thank you for providing this service to our community.

Lynne Lowrie
Antioch

* * *

On that day it was cold, and thank God the bus was on time, you know for an old woman like me don't like to wait, and it's hard to get around too. But, anyways, the bus driver, a nice, pretty young woman *(Rethamae Dynes)* was so helpful in getting me on the bus by lowering that machine down, the one that helps you on the bus, and she taking all that time to help me on the bus. . .

Imelda J. Smith
East Bay

* * *

I consider one of your women drivers, *Imogene Combs,* a very courteous, safe, accommodating AC Transit employee. She parks near the street curb and watches the passengers for safe exits and entrances. She is skilled and alert.

R. A. Mullen
Oakland

Actions of the Board

At a regular meeting February 8, the Board of Directors:

- Authorized travel of Security Coordinator to attend APTA Transit Security Workshop and Security Committee meeting; and travel of technician to attend Motorola Radio Course, on motion of Director Fajans.
- Approved concept of annual or biannual review of any regional transportation plan developed by the Metropolitan Transportation Commission Starts and Extensions Committee, on motion of Director Nakadegawa.
- Declared support of State Assembly Bill 2337 as amended, relating to required fare box recovery ratio, on motion of Director Fajans.
- Approved agreement between the District and Local 1245, International Brotherhood of Electrical Workers, and authorized General Manager to execute said agreement based on memo of understanding, on motion of Director Berk.

* * *

At an adjourned regular meeting February 22, the Board of Directors:

- Adopted resolution honoring Robert E. Nisbet, retired General Manager, on motion of Director Bettencourt (see photos, P. 5).
- Authorized travel of six to attend 1984 APTA Legislative Conference, on motion of Director Berk.

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9

Meeting set for public input

AC Transit's updated Five-Year-Plan, in draft form, will be discussed at a public meeting Wednesday, April 11, 7:30 p.m., in the BART Board Room, 800 Madison, Oakland (see story, pg. 3).

The document has been available for study at various East Bay libraries and at District headquarters, 508 - 16th St., Oakland.

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Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Maintenance move approaches:
Old site sees its waning days

What the Press is saying about transit

San Francisco Chronicle

Transportation: No. 1 Worry

It is not surprising to read that transportation was ranked as the most important problem of the region in the latest Bay Area Poll. It is somewhat surprising, however, that majorities said they would favor increasing taxes to provide solutions, including higher fuel taxes to support both highway improvements and better public transportation.

The transportation problem is glaringly evident almost any morning or afternoon on the streets leading to and from the Golden Gate Bridge, on the San Francisco-Oakland Bay Bridge itself or on the Bayshore Freeway. Although we have no statistical proof, we believe that commutes are becoming longer, particularly for persons who live in the East Bay or down the Peninsula and drive to San Francisco. Other routes or intersections throughout the region are either at or approaching grid lock, the situation in which traffic simply cannot move.

The poll, conducted by the Field Organization for the Bay Area Council, was made public only weeks after the adoption of a new regional master plan by the Metropolitan Transportation Commission, the governmental agency which apportions state and federal transportation funds. The poll will be welcome news to the commission since it indicates that there is public support not only for measures to improve regional mobility but also for raising the massive sums of money which will be required in the next two decades. The MTC's shopping list will cost an estimated $2.82 billion.

Many battles remain to be fought before some of the MTC projects reach the construction stage. The poll indicates, however, that there is great concern about the present state of all forms of public and private transportation. The implication is that the various government agencies which are involved should get on with the job.

New procedures, plant promise challenge

"It's easy to forget what an exciting and interesting job we are involved in when you're dealing with the day-to-day demands of keeping the buses on the streets," says Acting Maintenance Manager *Frank Johnson.* "But truth is, this is an era of tremendous challenge and change."

To put it another way: there's a lot more to maintenance than merely pumping 150,000 gallons of diesel fuel into thirsty buses each week — though that, in itself, is no mean task! Johnson points to current programs and pending plans that will meld to help improve an already impressive maintenance record.

"We want to increase productivity — to get our cost per mile down. We need improved fuel economy, longer vehicle life, and we must make every Maintenance worker a more cost-effective employee," Johnson says.

"For instance, we want to improve our fleetwide average of 4.1 miles per gallon of fuel consumed, and current transmission tests may help us accomplish that goal.

"We're experimenting with two European transmissions — the Voith and the ZF — which are electronically-controlled, retarder-equipped, and lightweight," Johnson explains.

"We will evaluate 15 of each type in service to determine if they can provide more miles per gallon and better mechanical reliability." The 30 test transmissions are being installed in new Gillig buses — part of 134 coaches the District will receive soon from the Hayward manufacturer.

"At the same time," Johnson says, "we are testing five Allison transmissions to see if these American-made components can provide smoother shifting, reduced fuel consumption, and better reliability."

An important aspect of the on-going preventive maintenance program is obtaining and recording of accurate mileage data, now gathered manually. Under a proposed program, automatic mileage monitors — electronic mileage-counters on every bus — would be linked by radio to the District computers, thus giving Maintenance daily mileage reports on each bus to facilitate the timely scheduling of maintenance and safety inspections.

In a different area, extensive experiments demonstrate that electric brake retarders significantly reduce maintenance costs and improve brake-shoe life. Thus, it's now AC Transit policy to specify these retarders as 'standard equipment' on all new buses.

While carrying out present activities and planning for implementation of proposed programs, all hands also are involved in preparing for the move to a new Central Maintenance facility in East Oakland, refurbishing of Emeryville Division shops, and opening of a new operating division yard in Hayward.

Of great significance in the new Central Facility move is a state-of-the-art Maintenance and Materials Management Information System (MMMIS) which will be a key tool controlling operations in the plant. Material/inventory management, cost control, and monitoring of vehicle performance are some of the MMMIS characteristics which will yield dollar-saving benefits to the District — and East Bay bus riders — for decades to come.

To keep the Maintenance personnel in step with the new technology and procedures, two career advancement courses are underway — one in diesel maintenance, the other in management supervision. Both classes are part of an on-going program in personal professional improvement.

Meantime, day-to-day work of some 330 Maintenance personnel goes on —

(Continued on Page 5)

System offers "Welcome Aboard" to Navy people Via Line 42 extension

Alameda Naval Air Station's population increases dramatically when "the fleet's in," and the District's new service linking the facility with downtown Oakland and other transit connections is expected to aid shore excursions by providing wider-ranging mobility within the entire Bay Area.

Effective April 1, Line 42 buses launched extended service, especially during late night and early morning hours, to and from the Navy facility's Pier 3. The link to downtown Oakland offers the opportunity to extend trips via transfer to AC Transit's mainline bus routes, including 24-hour transbay service; to BART trains via the 12th Street Station; and to "Regional Transit Connection" service throughout the greater Bay Area.

On weekday and Saturday evenings, Line 42/NAS service will operate from about 4 p.m. until 2:40 a.m. More limited Sunday night schedules will run from about 10 p.m. until 2:40 a.m.

AC Transit's mission in Line 42 maneuvers is to "pipe aboard" its buses growing numbers of Navy personnel, dependents, and civilian workers.

SHORE LEAVE — When the Ranger (shown here) or its counterpart attack carrier, the Carl Vinson, pulls into home port, Alameda Naval Air Station, it's time for many hundreds of hands to enjoy shore leave, including — via AC Transit's new Line 42 extension — access to varied public transit systems serving the greater Bay Area. Crews of two NAS-based guided missile cruisers are also among potential patrons for the new bus link.

New number takes effect

AC Transit's Telephone Information Center has a new toll-free telephone number for callers from the Oakland - Berkeley - San Francisco area: 839-2882. This change coincides with installation of updated phone equipment. The new number replaces a long-familiar one — 653-3535 — for callers from those locations.

AC Transit Information numbers for residents of other parts of the District's service area remain unchanged. Dial toll-free: 232-5665 from the Richmond area; 582-3035 from the Hayward area; 758-2266 from Crockett or Rodeo; 754-4040 from Pittsburg and Antioch; 797-6811 from Fremont and Newark. (465-5295 for TTY-hearing impaired only).

Also unchanged are Information Center operating hours — 7 a.m. to 7 p.m. on weekdays and 9 a.m. to 6 p.m. on weekends and holidays.

Surveys will gauge riders, non-riders

The District expects to execute a contract by late May for two market research surveys to provide guide-lines for service planning/promotion efforts scheduled for this fall.

The proposed "Rider Survey" will spot-light why current riders use AC Transit — and why they do not make greater use of it. Also, it will allow riders to suggest creative solutions to problems they perceive with service design and availability.

Additionally, this survey would help the District better understand riders' current sources of transit information with the aim of determining types of communication and media which might be more effective.

Concurrently, a qualified contractor is being sought to execute a "Latent Demand" survey, assessing the potential for promoting increased ridership within the current service area and in adjacent suburban areas of Alameda and Contra Costa counties. The objective: to identify those segments of the population which should be likely candidates for conversion to bus usage.

Requests for proposals for each of these projects were made available to potential consultants at the end of April.

Retirement round-up

- **Robert L. Byrne**, Mechanic AA, Maintenance, Seminary Division, 33 years.
- **John N. Rutherford**, Upholsterer, Maintenance, Seminary Division, 25 years.
- **Lewis H. Smith, Jr.**, Mechanic AA, Maintenance, Seminary Division, 20 years.
- **Jacob L. Snyder,** Driver, Seminary Division, 22 years.

Davis, former R&P Director, dies

E. Sam Davis, 89, who retired in 1973 as Director of Research & Planning, died April 21 in Anaheim. His retirement had ended one of the longest careers in public transit history, spanning 58 years.

He had joined the System's predecessor, Key System Transit Lines, in 1953 as Schedules Director, becoming R&P Director when AC Transit became operative in 1960.

Maintenance tasks multi-level

(Continued from Page 3)

most of it undramatic but absolutely necessary to keep the 850-bus fleet rolling. For instance, the Department is working with manufacturers to identify durable, bright new materials for the bus interiors.

"We are launching a repainting program, too, which will involve 300 buses over the next two years. And we're preparing to test new 26-foot coaches in service on more lightly-patronized suburban routes."

In viewing the overall picture, Johnson says, "There is so much going on, it's hard to itemize everything. The bottom line is that it keeps the buses rolling."

THE COVER — While the day-to-day routines of re-building and repair (top and lower left photos) proceed at the old site in Emeryville, the project called "Central Maintenance/ Warehouse Facility Implementation Countdown" has produced a schedule of the complex of tasks necessary for this summer's big move into the new East Oakland site. A key product of the planning/analysis project is a break-down of pre-move tasks by department, with each task slotted in a calendared completion-schedule. Input from Maintenance Department employees has been an important element of preparation for the move. Employees have been asked for evaluation and suggestions based on their practical, "hands-on" work experience.

Year 2000+

Interplanetary buses bloom in

As indicated by these art and prose contributions from Miss Lynn Alberts' second and third grade pupils at Oakland's Burckhalter School, today's youngsters seem very much at ease with the thought of their technologically advanced future, even as it applies to imagining what that familiar transit vehicle of today, the bus, might be like in the next century and beyond.

While showing a computer-culture/space film sense of the infinite and exciting possibilities ahead (especially in their references to inter-planetary bus routes!) these children also exhibit an appreciation of the practical — thoughts on comfort, convenience, high-capacity, low-fares, and speed crop up often in the papers we were privileged to receive. Nor have aesthetics been ignored in these youngsters' thinking — several students showed a preference for the color red in bus decor, amenities, and even driver uniform.

Sit back and journey, then, with some of Miss Alberts' pupils, on the buses of the future. . . .

Our theme artist (above) was Wilford Patterson.

I am going to tell you about the bus of the future.

I was going out to work and I saw a bus outside my house. This was no bus I had ever seen before. It was black and small. I said, "What are you doing on my lawn?"

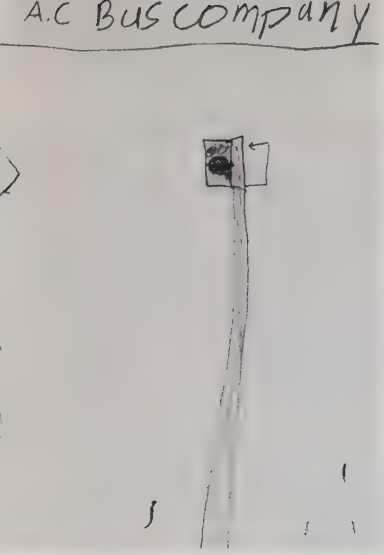
"I am going to pick you up," said a robot. I was stunned when he said, "Do you want to go to Earth?" I said, "I am on Earth." "No you aren't. This is the year 2299. Nobody lives on Earth anymore." Than I said, "Take me to Pluto." The robot said, "OK, I love going to Pluto." Then I woke up.

Adam Bonner

* * *

Once I was in the year of 3000 and I was in the bus. It had a robot man driving in the front. There were lots of strange people in the bus. If people wanted to open the window all they had to do was push a button and it would do it by itself. There were hundreds of machines in the bus too! They were for lots of stuff like for doing automatic things. We were driving along until the driver pushed a button and we were off to the moon!

Paul Wilkinson



Artist plans space odyssey

When I grow up in the year 2000 I will take a bus to Jupiter. The bus will have soft cushioned seats and an automatic door opener. I will look all around all the planets. I will have an electric coin to get on the bus and there will be a computer driving the bus. The computer will give you a drink on the way. I will be an artist and I will go to different places and planets to give me ideas to paint. The bus will have red carpet.

Doreen Russ

children's creative imaginings

When I grow up I'm going to be a bus driver. In the front of the bus will be a robot with buttons all over him. There will be automatic seats that will go up and down. I will see all different kinds of computers.

Jamie Walker

* * *

I was on a bus. The bus was made in 1999. It was going to the moon. I was about to crash but wings popped out of the doors. As soon as it landed I wanted to go home. In one second from when I said that... ZOOM! I was home in a flash.

Jesse Wilkinson

* * *

The bus will be different colors from now. The man will be automatic. He will have a magic bus. He will take me to the sky. I will look up and see the stars. I will stay there 100 years. It will be nice to look up there and think of my future.

Charmin Roundtree

* * *

The bus will have black seats. The buses will say no smoking. The bus driver will have to wear red. My bus will have a bed and a toilet too.

Shontia Barbee

When I grow up in the year 2001 I think buses will look like spaceships. I will probably take the bus to Venus and I can do some exploring. The buses will have wheels so they can go to places on Earth, too. There will even be stores so that when you get bored you could go get something to get you relaxed. The bus will be enormous.

Nathan Randy Burks

* * *

If I had a bus in the future no one would have a bus like mine. It would have all kinds of buttons and it would be red, white, and blue. My bus would talk to people.

Melissa Bellinger

* * *

If I was a bus driver I would want it to drive by itself and go 3000 miles per hour. Each day 500 people would get on the bus. The bus would even have a name. His name would be Ray and he could talk, too. At night I would get out of the bus and I would tell him to turn into a camper with one bed. In the morning he would wake me up at 5:30 and we would watch cartoons. The people could get on the bus for free.

Prince Robinson

Two operators enter ranks of 25/30-year safe drivers

30-year mark

Stephen C. Stathis' achievement — the ninth driver with 30 years of safe driving — was marked April 25 by General Offices ceremonies. Stathis says the path to such a feat lies in "liking your job, liking the organization, and being surrounded by good people." This San Francisco native, posing with wife Norma and General Manager L. A. Kimball, displays the diamond ring presented him for the mile-stone.

25-year mark

Driver Ralph Rubin receives quarter-century safe driving award from Superintendent Mo Gross, Emeryville Division; then joins wife Patricia in cutting commemorative cake. The New York native's recipe for bus driving safety: "Be careful, concentrate, be cool, calm, and collected."

The way we were...April, 1964

Vignettes of AC Transit activities of the past, as gleaned from previous issues of Transit-Times.

- *30 new buses, costing approximately $810,000, were ordered to bring the fleet of new equipment to 340 — more than half the number of coaches in service.*
- *The last 28 gas-powered "Mack" buses were slated for replacement by these new models, which would end an era in East Bay "motor coach" history.*
- *The District published a "bus adventuring" booklet, describing and illustrating a scenic and horticultural tour of Berkeley, accessible by regularly scheduled bus routes.*
- *Richmond Division drivers celebrated the previous month's feat of having bettered their safe-driving statistics for the third month in a row. The drivers had tallied 13,872 miles per accident (compared to the District's established goal of 12,450 miles per accident).*
- *Almost half the driver force had signed up to compete in a "Bus-O-Rama" to test their skills in solving simulated problems reflecting those encountered in day-to-day driving duties.*

New Employees

AC Transit welcomes these new workers

James Bratton
Maintenance
Seminary Division

Daniel Dawson
Maintenance
Emeryville Division

Eugene Dorsey
Maintenance
Emeryville Division

Curtis Geranen
Maintenance
Seminary Division

Ken Lee
Maintenance
Emeryville Division

Daniel Scales
Maintenance
Richmond Division

Gustavo Vasquez
Maintenance
Seminary Division

Valarie Williams
Maintenance
Emeryville Division

BABY BIRD DOE — Dispatcher J. D. Anderson, Newark Division, took this misplaced parakeet under his protective wing following its being found on a Line 22 bus March 28 by Driver John P. Underwood. The bird's predecessors to enliven the inventory in Lost & Found have included a baby alligator, a lizard (in a child's lunchbox), and a frisky black and white puppy.

Legislation: why we take a stand

For *Ray Rinehart,* President of the Board of Directors, it is a matter of "looking ahead and recognizing there are things outside the District's boundaries which might eventually affect us — and affect us dramatically."

Rinehart refers to legislation introduced in Sacramento or Washington, D. C., which applies to other transit properties or projects, but which could ultimately involve AC Transit.

"The Directors must be alert to what is going on in Congress and at the State Capitol in Sacramento," he says, "and we must exhibit courage and conviction by taking stands when and where it's appropriate."

Farebox recovery

One example: the Board's recent support of Assembly Bill 2337 — introduced by Assembly Speaker Willie Brown (Dem. - S.F.) — to directly assist San Francisco Municipal (MUNI) Railway.

This bill proposes that locally-generated monies could be added to totals from fares to enable MUNI to meet the State's requirement that transit operators recover 33 percent of operating costs from the farebox. In other words, Brown's bill would allow MUNI to meet this requirement by using monies from San Francisco's general fund, for example, to supplement fare contributions.

This is an important issue, according to Rinehart, because in the future AC Transit may have to seek funding sources beyond fares to meet the State-mandated farebox recovery requirement. Such supplemental funds could help maintain fares at existing levels, Board members feel, or could keep fare increases at a minimum if such hikes become necessary to offset budget deficits.

"The point is," Rinehart says, "we cannot isolate AC Transit. We are not an island unto ourselves. What happens in other areas can be, and frequently is, very important to what happens here."

Private competition

Rinehart refers to Assembly Bill 2410 as another example. On the surface, the bill appears to point to Southern California Rapid Transit District (SCRTD) and the Los Angeles area. AB 2410 says that private operators, such as taxis, jitneys or bus companies, must notify public transit agencies of proposed new service in the public transit system's area, and a public meeting for review of the effects on the public transit system should be held before any such license is granted.

"This clearly could have implications for us," Rinehart says. "We obviously would want to have some input into how private operations would affect us if they began running service in our area. Therefore, we are supporting SCRTD on this measure."

Another proposal which directly impacts AC Transit financially is Assembly Bill 2504 by Assemblyman Johan Klehs of San Leandro. This measure, if passed, would exempt transit systems from California State sales tax when leaseback agreements are made between private financiers and public transit agencies. If approved, this bill would mean a savings of $30,000 to AC Transit. The Board has officially supported AB 2504.

Rinehart says, "It is both our legal and moral responsibility as elected officials to be aware of these types of issues. And it is our duty as policy makers for AC Transit to take a stand on legislation which involves AC Transit — whether that involvement is direct or indirect."

Our 'Stockholders' Write

I want to let you know what a pleasure it is having *(S. J. Jones)* as my driver home at night. Our driver is the type who, in getting ready to leave the San Leandro BART station, will wait a few minutes if a train is just pulling in (believe me, it is appreciated, as the trains are sometimes a couple of minutes behind schedule, and the 81 does not run often).

He will wait at a bus stop when he sees a regular passenger hurrying for the bus. Drivers like ours make bus riding a pleasure.

Polly Whitbeck
East Bay

* * *

Need better enforcement of "no eating/drinking" rule on buses. This should include gum!

Not only are some gum chewers loud (cracking); gum is left on seats, railings, handles, etc.

K. Clement
Albany

* * *

Why can't bus drivers stop near the curb? By stopping so far from the curb, it is very difficult to board or disembark, especially for older people or people with shopping bags. Also, such a policy makes it possible for an accident to occur should a passenger fall.

Ann Egenberger
San Leandro

(Ed. Note: The only acceptable reasons for failing to pull to the curb are conditions like illegally-parked vehicles or pedestrians crowding onto the street.)

I do want to put your attention to *Carole Horton* . . . one of your most outstanding drivers. She is courteous and kind and thoughtful. She does enforce the laws of no smoking and eating on the bus. She is always on time, and her smiling attitude is, for me, a good start of my working days.

I think the good drivers should be recommended. I use many buses and made up my mind to let you know about the very outstanding ones.

Ida Tielenburg
San Leandro

* * *

I was riding the U Line; the driver *(T. D. Wright)* was very polite and helpful.

When you're new to an area, it's very nice to have a driver that is helpful. I feel AC drivers are always polite.

John Jorgensen
Martinez

* * *

Have generally found your drivers to be a great bunch!

I've not used the bus for quite a while and am now on crutches. They've been most accommodating.

M. O'Grady
Albany

* * *

I would like to compliment AC Transit on two drivers *(Adriane Knox* and *Carl Moore).*

Adriane and Carl are a credit to AC Transit. They are courteous, helpful, cheerful, and excellent drivers.

Sabra Kelly
Hayward

Actions of the Board

An an adjourned regular meeting March 7, the Board of Directors:

- Approved contract award to Keystone Batteries for furnishing auto batteries in conjunction with RTA joint procurement, on motion of Director Bettencourt.
- Authorized General Manager to issue Request-for-Proposals for plant protection and security guard services for new Central Maintenance and Stores facility; scheduled public meeting for review of Five-Year Plan, Fiscal 1985-89, on motion of Director Nakadegawa.
- Authorized General Manager to transfer 4.7 acres of property on Highway 4 to Central Contra Costa Transit Authority, subject to specified conditions, on motion of Director McDonnell.
- Approved contract award for parking structure, Hayward Division site, to C. Overaa & Company, on motion of Director Fajans.
- Approved resolutions authorizing the following: transit vehicles sale/leaseback and transfer/lease agreements; issuance of specified revenue and tax anticipation notes; and filing of applications for federal grants, on motion of Director Fajans.

* * *

At an adjourned regular meeting March 21, the Board of Directors:

- Authorized General Manager to advertise and seek bids for furnishing driver uniforms and for bus tire rental and service, on motion of Director McDonnell.
- Adopted resolution of congratulations to Santa Clara County Board of Supervisors on groundbreaking for Guadalupe Corridor Light Rail Project, on motion of Director Berk.
- Authorized participation of specified organizations in Phase II of Request-for-Proposals process relating to new General Offices facility; declared support of California Assembly Bills 2504 and 2410, on motion of Director McDonnell (see story, pg. 10).
- Authorized General Manager to file grant application for demonstration funds to subsidize express bus service between Richmond and Martinez during Fiscal 1984-85, on motion of Director Nakadegawa.

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Safe driving is its own reward,
But coffee parties are nice too

Action Agenda, '84

Proposed service adjustments would aid bus/rail linkage

We are currently weighing a series of proposed service adjustments to better meet East Bay commuters' future transit needs.

A key element in the proposals — some to be implemented in September, others scheduled for late 1984 and early 1985 — is maintaining an even closer working relationship with BART to improve coordination of bus and train schedules and service.

The District also will begin trimming lightly-patronized bus trips and bus routes, and the coaches and drivers will be redeployed to areas where there is unmet need (and possible undeveloped markets) for local feeder service connecting with BART.

We are keenly aware that some riders will be inconvenienced by these adjustments. But we also expect longer-range benefits. In later phases of the program, existing services will be beefed up in many neighborhoods, and new crosstown feeder routes will further improve the network of bus/rail service — particularly to BART stations with overcrowded parking lots.

We have a financial stake, also, in these changes which, implemented in September, will enable AC Transit to complete the next two fiscal years without a serious financial shortfall.

We are tackling redeployment of our resources with renewed vigor. AC Transit passengers and the public are invited to help us assess proposed changes toward this goal at a public hearing Monday, July 9, 7:30 p.m. in the BART board room, 800 Madison St., Oakland (at Lake Merritt Station).

Details of the proposals will be communicated to bus riders through a comprehensive newsletter which will be distributed on buses beginning in mid-June.

L.A. Kimball
General Manager

Seek funds for added Oakland study

AC Transit's Board of Directors gave the green light May 23 to the second phase of a program which could reshape the face of downtown Oakland.

They approved a proposal to seek $142,000 of federal money to fund the next step in planning transportation for downtown Oakland under the Central District Transit Improvement Plan. The first phase of the project involved preliminary analysis of existing traffic and transportation conditions.

The second phase of the overall plan is designed to provide the City of Oakland, AC Transit and BART with information and direction regarding coordinated transit efforts, producing both short term and long range proposals. The project is expected to take 12 months to complete.

The area to be considered in the study covers the central city from the Grove-Shafter Freeway on the west to Lake Merritt and Laney College on the east, and from Jack London Square and the Oakland Estuary on the south to the MacArthur Freeway and "Pill Hill" medical facilities on the north.

THE COVER — Safe driving can never be taken for granted, and continued improvement in AC Transit safety statistics over more than a decade offer proof of the System's emphasis on this key operating concern. Monthly coffee and doughnut celebrations, like this one at Richmond Division, are a long-standing tradition, recognizing divisional safety tallies which meet, or better, the established safe driving goal. The overall statistical picture is positive: frequency of buses in traffic accidents dropped 25% between Fiscal Years 1969-70 to 1982-83. District-wide, drivers averaged 16,600 miles per accident last year while piloting passengers over a service area encompassing some of the Bay Area's toughest, most heavily trafficked terrain.

Under the program, a steering committee made up of representatives from AC Transit, BART, City of Oakland, Oakland Chamber of Commerce and the Metropolitan Transportation Commission would direct the project. In addition, a Citizens Advisory Committee and a Technical Advisory Committee would be established to provide informational support services.

State finance to help With 30-Z operation

With the aid of a $300,000 state transportation subsidy, AC Transit is taking over the Martinez-Richmond corridor service which the System previously provided under contract to BART. Plans call for some expansion of peak-hour service on the express route connecting the Western Contra Costa County cities of Richmond, San Pablo and Pinole with Martinez, the county seat.

Line 30-Z service was started as Line Z following a 1982 transportation needs study which pointed up the lack of direct transit access to Contra Costa County courts, administrative offices, and health facilities in Martinez. Subsequent survey information identified riders on the line as mainly District residents, many of whom are totally dependent on public transportation.

For economical continuation of their trips, Line 30-Z passengers may transfer to another AC Transit bus, to a BART train or BART express bus, or to WestCAT Dial-A-Ride or 'County Connection' service.

The two-zone express route will be operated by AC Transit on a one-year trial basis, with hopes for improving both service and ridership. An updated and revamped Line 30-Z route map and timetable is available from drivers or by calling AC Transit Information.

Study seeks clues to best bus ride

Can we make buses quieter? Can we make them smoother?

AC Transit is joining a private California firm to try to answer these questions in a noise and vibration study involving four District buses. Two 35-foot coaches and two 40-foot coaches are being rebuilt with various materials and designs to explore the possibility of reducing noise and ground vibration.

Work is slated to start the end of May, as the District begins working with Pacific Bus Rebuilders, Inc., a Woodland company specializing in refurbishing of older equipment. Cost for the initial phase is projected at $60,000, according to General Manager L.A. Kimball.

"We want to look at alternatives to what is currently on the market," Kimball says. "We are experimenting with new materials, new designs and new ideas to see if we can come up with an improved product."

"And whatever the outcome, we will have increased our information and understanding of the subject," he explains.

Results of the testing will be used in preparation of specifications for future equipment orders, he said. Funding for the research project is being provided by a special grant from the State.

It's golden summer for parks

Residents and visitors can enjoy the out-of-doors the easy way by using AC Transit bus service to a variety of East Bay Regional Parks from now through Labor Day.

A special extension from the BART/Berkeley rail station will provide access to Tilden Regional Park at hourly intervals between 11 a.m. and 6:30 p.m. with regular fares being charged. An additional 25 cents will allow patrons to board with bicycles.

Regular bus service provides access to Temescal Regional Recreation Area, Redwood Regional Park, Crown Memorial State Beach, Point Pinole Regional Park, Don Castro Regional Recreation Area and Point Isabel Regional Shoreline in Richmond.

Hikers can also use bus stops near recreational areas, including Alameda Creek Trail, Fremont; Mission Peak Regional Preserve; San Leandro Bay Regional Shoreline; and Garin and Dry Creek Pioneer Regional Parks in Hayward.

Groups who wish to charter buses to Parks may do so on weekdays by calling East Bay Regional Parks at 531-9300 during office hours.

Subsidized program offers Opportunities for employee Certificate or degree work

Courses aimed toward career and personal advancement are the core of a unique Regional Transit Association program launched at Golden Gate University, San Francisco, and also to be carried out at other institutions of higher learning throughout the Bay Area, according to *Ben Davis,* employee relations coordinator.

At least 25 District employees will join other transit people from San Francisco MUNI, BART, Golden Gate Transit, SamTrans, Santa Clara County Transit, and the Metropolitan Transportation Commission in a series of classes leading either to a Certificate in Transportation Management or a bachelor's or master's degree.

The Pilot Program is being funded by the Urban Mass Transportation Administration, with plans to continue it based on the evaluation of the first students' course work, Davis says. The alternatives are certificate-oriented classes at Golden Gate University or pre-degree work at other colleges or universities.

The only cost to selected participants, Davis stressed, is their time. Screening for program candidates is by the Personnel Department and Golden Gate University, where academic counseling also takes place.

Move-in coordination group named

As building contractors put finishing touches on the new Central Maintenance facility, a special task force named by General Manager *L. A. Kimball* has been assigned the responsibility for smooth opening and successful operation of the complex at 105th Ave. and East 14th St. in East Oakland. Maintenance will share the site with Purchases and Stores.

Smooth start-up

The ad hoc group is charged with several responsibilities in the transition process as heavy maintenance activities are moved from the overcrowded Emeryville Division into the new facility beginning in July.

"We expect them to ensure a smooth start-up as they oversee the opening of Central Maintenance," Kimball stated. "And they will finish preparation of the administrative guides and work manuals designed to give Central Maintenance employees guidance, on a task-by-task basis, to make effective use of the new facility."

Heading the five-member 'transition task team' is *Gene Gardiner,* assistant manager for research and planning, who has been joined by *Pam Granger,* project coordinator; *Donn DesBoine,* assistant project coordinator; and *Irvin Owle* and *Colby Swanson* of Maintenance Department.

When fully on line, Central Maintenance will give the District capabilities far beyond today's level of activities. The new facility will be fully equipped for in-chassis diagnosis of drive trains for assembly-line-like rebuilding of major mechanical components — bus engines, transmissions and other parts.

Training and procedures

"The transition team also will assist in establishing necessary training programs, and developing the procedures to measure and to promote a high level of productivity and performance on the part of employees moving into Central Maintenance," according to Kimball.

"This team will provide direct assistance to each and every maintenance employee, making their work more efficient. The task force will go far to guarantee an outstanding maintenance operation at this state-of-the-art facility — now and in the years to come," he added.

Jeffrey Chang
Maintenance
Emeryville Division

Lee Donnell
Maintenance
Emeryville Division

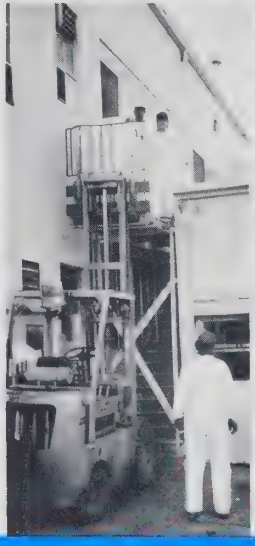
Wibert Fleming
Maintenance
Seminary Division

Steven Hopson
Maintenance
Emeryville Division

Timothy Winn
Maintenance
Emeryville Division

FOCUS: Transit People and Projects

Purchasing packs up: new offices occupied



MOVING DAY — Emeryville to East Oakland... not many miles, but moving's never easy, as Purchases people learned, including (below, left) Glenn Andrade, department manager, and (above) Pete Thome, assistant manager. Maintenance crews provided muscle and equipment for the move.

ACCESS EXPLAINED — Driver Christine Zook (center) was among AC Transit representatives on hand at the Oakland Convention Center May 8 to explain and demonstrate 'ACcessible Bus' passenger lifts. The event was Disabled Resources Day, and the System provided an extensive staffed information display relevant to the handicapped and to other categories of riders.

Volunteer month

MAYORAL HANDSHAKE — AC Transit's Carol Weinstein is congratulated by Oakland Mayor Lionel Wilson at the May 3 Annual Awards Ceremony for Volunteers for Oakland. Weinstein received recognition for her work with the Senior Companion Program. Wilson, noting that May is National Volunteer Month, said more than 2,000 persons had contributed time to the City of Oakland during the last year, representing 160,000 hours of service.

The ponies run at dusk

Special AC Transit bus service will run every Friday evening, now through June 22, for horse racing fans going to Golden Gate Fields, Albany, for "Twilight Racing."

AC Transit will provide direct evening trips to the track beginning approximately two hours before 4 p.m. post time. There's a $1 one-way fare for local riders, while transbay riders will pay $2.25 each way, to and from the Transbay Terminal. Return buses will begin leaving the track following the fifth, seventh and last race each evening.

East Bay riders may board local Line 94 — Golden Gate Fields "Pony Express" buses at BART/Berkeley or BART/North Berkeley stations, or along the route. In San Francisco, transbay riders board at the Transbay Terminal, First and Mission Streets.

AC Transit Monthly Passes are not valid on the special service to the Albany course, and transfers are neither accepted nor issued.

Employees Florence and Hernandez, four retirees die

Two employees and four retirees died in recent weeks.

Frank Florence, 66, a Seminary Division driver whose service spanned 27 years, died April 16. The family home is in Oakdale.

He is survived by his two children, Donald Florence and Lillian Upton.

Antonio Hernandez, 36, a Mechanic "C" in Maintenance, died April 12 after nearly five years of employment. He lived in Rodeo.

Among survivors are his widow Evelyn and two sons, Antonio and Joseph.

Hans Schmidt, 86, a Mechanic "A" at Emeryville Division at the time he retired in 1963, died April 17 in Oakland, where he made his home. His retirement had ended a transit career of 33 years.

Schmidt is survived by his widow, Wilhelmine and daughter Eleanor Moore.

Harold R. Wiles, 85, a former Richmond Division Mechanic "A" who had completed 20 years of service at the time of his retirement in 1964, died April 18. He was a San Pablo resident.

A nephew, George E. Wiles, is among survivors.

Joseph P. Montoya, 61, a Seminary Division driver at the time he completed 28 years of service and retired in 1973, died April 28. His home was in San Leandro.

Montoya is survived by his widow Margaret and six children: Timothy, Thomas, Steven, Karen, Denneth, and Jeffery.

William Fitzmaurice, 92, who had completed 48 years of service with AC Transit's predecessors when he retired in 1957, died May 3 in Oakland, leaving no known survivors.

Fitzmaurice, at retirement, was a senior clerk in the Electrical Department.

Actions of the Board

At a regular meeting April 11, the Board of Directors:

- Authorized General Manager to issue Request-for-Proposal for automated training system, on motion of Director Nakadegawa.
- Adopted resolutions authorizing filing of claims or applications with Metropolitan Transportation Commission for allocations of half-cent sales tax revenues, of State Transit Assistance funds, of Transportation Development Act funds, and of net Toll Bridge Revenues, all for Fiscal Year 1984-85, on motion of Director Fajans.

* * *

At an adjourned regular meeting April 25, the Board of Directors:

- Authorized travel of Assistant General Manager for Finance to Washington, D.C., in connection with funding for operating facility renovations, on motion of Director Bettencourt.

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Mike Mills ..... Marketing Manager
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John W. Rose, Jr. ..... Affirmative Action Coordinator

Employee softball teams take to the field for new season

AC Transit's Summer Softball League is underway, with an estimated 80 District employees formed into six teams.

"We expect this year to be even more successful than last, which was the first year the District was involved with the program," says *Donna J. Pate,* employee relations representative, who is handling coordination of the games. "It's not too late to get involved. We are always looking for people. We need cheerleaders and scorekeepers, as well as players," Pate says.

Employees interested in participating may call Personnel Department, 891-4799.

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New Oakland offices: Consolidating functions

Our 'Stockholders' Write

Inasmuch as I take the "M-P" at least 4 or 5 times a day (weekends included), I have had the opportunity to ride with a great many drivers. I know *Gwendelyn Ward* is not a regular on this particular route, but there are some of us out here who would like to see (her) on the "M-P" run regularly. She was friendly, courteous, pleasant, cordial (she has a warm smile) not only to me but to all patrons.

Norbert A. Schueller
Concord

* * *

I use the buses all the time and find them very convenient.

I can't drive, so I'm very grateful that there are buses to rely on for transportation.

Larry Quintero
Fremont

* * *

Thank you so very much for the bus shelter put up on Hesperian Blvd. in San Lorenzo. It's very much appreciated.

Also, I wish to say thank you for two very polite and courteous drivers, *Rich* and *James,* on Line 81 as also the regular drivers on 81. And the clean buses, plus windows.

Mrs. R. J. Mullen, Jr.
San Leandro

* * *

When I am 50, buses will have places for luggage. They will also have 3 decks. They will have wings so they can fly. They will cost a quarter. They will take me to Mars. They will also have spacemen drivers.

Kevin Loudah
Burckhalter Elementary, Oakland

I left Walnut Creek BART on D Line bus and got off in Danville, but forgot my briefcase.

From the dispatcher I learned that said bus went to the yard in Emeryville. The dispatcher said no briefcase was reported to him; however I asked him to let me talk with the Maintenance section.

Upon talking with *Georgina Moreno* (Maintenance Foreman), she immediately went and looked for the missing briefcase and found it on the front seat of said bus.

I'm taking time to write to praise the kind action and courtesy of Ms. Moreno. I found her to be a dedicated and trustworthy employee, and courteous too.

George Malki
Walnut Creek

* * *

Although the signal light had turned green, *Mary Finley* waited for two elderly ladies to run across the street to make the connection with her. I couldn't help noticing how courteous she was in response to the questions she answered. I also noticed that she eased the brakes instead of jerking us.

It was such an enjoyable riding experience, I asked her name.

An example of a former bad experience I had a few years ago was waiting on E. 14th & Fruitvale for an 80 bus connection on a dark and scary night, but because the light was changing, the male bus driver took off on a yellow light and left me standing.

Catherine E. Bowen
Oakland

Key step taken toward new headquarters

AC Transit's plan to build a new, developer-financed general offices building got a boost at the June 6 Board meeting as Directors selected Stolte Inc./ Force Ltd. to develop a 10-story facility at 1600 Franklin St., downtown Oakland.

Selection of the East Bay firm concluded a six-month evaluation of eight potential joint development teams. This followed an independent recommendation generated in a 1979 facility needs study.

Work on the new building is expected to begin this summer, with completion targeted for December, 1985. The estimated $13.8 million cost is to be financed by the developer, and a lease-purchase arrangement in preparation would result in AC Transit ultimately owning the building. The District already owns the building site.

Occupation of new offices is expected to assist in meeting future budget problems, according to *Ray Rinehart,* President of the Board of Directors, in that the System will be redirecting monies now spent on leased offices to the long-range real estate investment. The non-renewable lease for currently occupied space in the Latham Square Building, 508-16th St., Oakland, expires in December, 1985.

The facility, allowing consolidation and reorganization of functions now located in several operating locations, "will provide improved operational control and supervision," says General Manager *L. A. Kimball.* "We know one benefit will be increased employee productivity, as our operating, administrative and management functions are more fully coordinated."

The new headquarters also is expected to directly benefit many patrons, particularly those who use on-site customer services to purchase monthly passes, secure discount identification cards, and utilize lost-and-found.

Presently a parking lot, the location fronts on both Franklin and Webster Streets, and is roughly equidistant from BART's 12th and 19th Street stations. Also, it is on or near streets served by several AC Transit bus routes.

"We look forward to working with the Stolte/Force group," Kimball says. "Their proposal not only includes local companies but provides for participation of minority, disadvantaged and women's firms."

When completed, the building will be home to about 300 employees who direct, plan and support bus operations serving 38 communities.

Revamped Gillig

BETTER BUS BUILT — AC Transit Maintenance employees Larry Nelson and Jim Pineda put some finishing touches on the new and improved prototype bus developed by Gillig Corp., with assistance from AC Transit personnel. The new coach features improved interior design, including more room for bus drivers, a new dashboard layout, reduced noise levels, upgraded suspension systems, and technical engineering advancements. The District expects to be taking delivery of production models through mid-October.

THE COVER — This model provides a preliminary peek at some design elements of the District headquarters building which is slated to rise in downtown Oakland for completion in December, 1985. The site, currently a parking lot, fronts on Franklin Street (left, looking north) between 15th and 17th Streets. Housing about 300 administrative, management, and operating employees, the 10-story building will allow consolidation of functions and operations not possible in the outgrown, leased general offices facility at 508 - 16th Street, a short walk from the future new address.

Service realignment

Changes would improve regional links

With three key aims — deflecting a potential budget deficit, adjusting to shifting route demands/ridership patterns, and improving bus coordination with BART trains — the District has set forth a proposed service realignment which will be described to passengers and public at a hearing Monday, July 9. Following consideration of public hearing input, Directors plan to act upon the program to allow certain of the proposals to be implemented in September.

The timing is expected to help AC Transit complete the next two years without a serious financial deficit.

Trim and redeploy

Proposed trimming of certain lightly patronized local, transbay, and intercity express routes and trips will be concurrent with redeployment of coaches and drivers to areas with more critical need for new or beefed-up transit. The following changes are planned for September:

- Line A — S.F.-Downtown Oakland — extended (from 12th and Fallon) to Lake Park Ave. (at MacArthur Freeway).
- Line T — S. F.-Treasure Island-Downtown Oakland — extended to Alameda Naval Air Station seven days a week to connect the two Naval installations, downtown Oakland, and San Francisco's Transbay Transit Terminal.
- New Line 39 — off-peak shuttle between BART El Cerrito Plaza and UC Village, Albany.
- New Line 10 — commute-hour shuttle linking industrial parks near Hoffman Blvd., Richmond, with BART El Cerrito Plaza/El Cerrito Del Norte.
- New Line 62 — midday shuttle between Ballena Bay, Alameda, and BART Lake Merritt, plus Laney College.
- New Line 89 — commute-hour shuttle between BART South Hayward and the South Hayward Industrial Park.

Later changes

Examples of similar improvements, but planned for later this year and early 1985, include the following:

- Lines 70 and 72 — restructured in Richmond and El Cerrito to improve feeder service to BART El Cerrito Plaza and El Cerrito Del Norte.
- Line 52 — rescheduled for all-day service; extended from UC Village, Albany, to BART El Cerrito Plaza.
- Line 12 — extended in North Oakland to BART MacArthur, with 20-minute commute hour frequency.
- Line 64 — rescheduled with improved 15-minute midday frequency.
- New Line 45 — crosstown route (replacing current Line 15A service) to BART Fruitvale, with 30-minute service intervals, 6 a.m. to 7 p.m.
- New Line 98 — crosstown route to BART Coliseum (replacing current Line 83A and 83B service in East Oakland), with 30-minute intervals, 6 a.m. to 7 p.m., then hourly until 11 p.m.
- New Line 99 — route connecting with BART Hayward, Ashland, and BART BayFair.

Some of the above represent a key element: maintaining closer coordination with BART — aimed at attracting more riders to both systems, particularly riders needing access to East Bay BART stations with current passenger-use complications related to overcrowded parking lots.

Overall, it is hoped, improvements will balance the inconvenience to some riders of curtailment of marginal bus service (mainly off-peak, evening and weekend trips) which the District can no longer afford to operate.

A passenger tabloid describing proposed changes is available from Customer Relations: call 891-4700. The July 9 hearing will convene at 7:30 p.m. in the BART Board Room, 800 Madison St., downtown Oakland.

Unified format

Systems join in fare card project

Proposals to improve coordination and administration of the Bay Region Transit Discount Card Program was to be the subject of a June 27th public hearing scheduled by the Board of Directors.

The hearing was to provide opportunity for public comment on a proposal to centralize identification information for those eligible for discounted transit fares.

The Bay Region Transit Discount ID Card program, launched in 1975 by the Regional Transit Association of the Bay Area (of which AC Transit is a member), provides senior citizens and certified handicapped persons with identification cards with which to obtain fare discounts on all major Bay Area public transit systems.

Currently, more than 120,000 discount cards for elderly and disabled users have been issued by participating RTA systems: AC Transit, BART, Golden Gate Transit, San Francisco MUNI, SamTRANS, and Santa Clara County Transit.

At present, the program is administered separately by each transit system, data is manually gathered and there is no central file on applicants. The plan to be considered at the public hearing would provide a central registration file, aid in notifying users of card expiration dates, and provide each transit system with computerized statistical data for improving planning capabilities. Re-certification of disabled persons by a physician would be required under the new plan.

The proposed program revisions, developed during the past year by the RTA Committee on Accessibility and approved by the RTA Board of Control, also would improve record keeping and enable those eligible for discounted fares to secure their cards more conveniently.

The plan calls for re-registration of all current card holders, as well as new applicants, by Dec. 31, 1984.

Information on the plan may be obtained from AC Transit's Elderly and Handicapped Coordinator, 508 - 16th Street, Oakland, California, 94612.

Operator competition set

AC Transit drivers will "saddle-up" August 25 as they compete in a District-wide Bus Roadeo to pick three top operators to go to the Bay Area regional competition later this year. In addition, the System's top driver will vie later in the national competition in Washington, D.C.

The local test of driving skills will be held at Golden Gate Fields parking lot, Albany, and will get underway at 8 a.m. the last Saturday in August, according to *Cecil Gross,* chief training instructor.

Prizes and trophies will be presented to the winners, with first place receiving a $250 United States Savings Bond; second place, $200 savings bond; and third place, $150 savings bond.

Drivers may obtain entry forms from division dispatchers.

Driver-alert helps nab suspect

Driver *Dennis C. Holiman* has received a District commendation for his alertness and actions which resulted in the arrest of an individual who later was charged with attempted rape.

The incident which Holiman witnessed one May morning at the San Leandro BART station — a woman being accosted while she was waiting on a bus bench — led him to alert another driver to hold the bus on which the suspect was attempting to leave the scene. This aided police in apprehending the man.

The letter of commendation, which becomes a part of Holiman's permanent personnel file, concludes with the District's "thanks for a job well done; you are a credit to your profession."

Project will forge new Bay bus link

Beginning Tuesday, Sept. 4th, AC Transit will welcome riders aboard the region's newest Transbay transit link — commuter bus service linking Palo Alto with BART and with AC Transit's extensive network of East Bay bus service.

This special demonstration project, funded by the Metropolitan Transportation Commission, is designed to meet repeated requests for commuter service — via the Dumbarton Bridge — between fast-growing residential areas of southern Alameda County and high-tech work places in northern Santa Clara County.

In addition to providing direct service between the East Bay and Stanford Industrial Park, new Line DB buses also will make transfer connections with CALTRAIN service, and with Sam Trans and Santa Clara County Transit buses at the Palo Alto Transit Center (formerly CALTRAIN depot).

The schedule calls for morning and afternoon commute service Monday through Friday (except legal holidays).

Westbound trips from the East Bay will depart from BART/Union City between about 6 and 8 a.m., with service resuming just after 2 p.m. for the afternoon rush hour.

Eastbound service from the Palo Alto Transit Center will operate from about 7 to 9 a.m. in the morning commute period, resuming from about 3:30 to 5:50 p.m. for the afternoon rush hour.

AC Transit's regular single-zone transbay fare will apply: $1.25 for adults, 60¢ for youths (5-16), senior citizens 65 and older, and certified handicapped riders. Commuters also have the option of using the Zone I Transbay Monthly Pass.

Board candidates to file

Starting July 16, nomination papers for three seats on AC Transit's Board of Directors will be available from the Registrar of Voters in the candidate's county of residence. On the November 6 ballot are: the At Large seat (held by Director Ray Rinehart); Ward I (Director Michael Fajans); and Ward II (Director William Berk). Completed nomination papers must be returned to the Registrar of Voters by August 10.

Retired Division 4 drivers die

The deaths of two retirees have been reported in recent weeks.

Edward G. Courant, 71, of Oakland, who was a Seminary Division driver with 32 years of transit service at the time of his 1978 retirement, died June 9.

He is survived by four children — William and Gilbert Courant, Mary Ingles and Gloria Cavalli — and a son-in-law, *John Cavalli,* who is an AC Transit employee.

James R. Green, 80, also a former Seminary Division driver, died May 28. He had completed 23 years of service, beginning as a trainman, at the time of his 1967 retirement.

His children — Anita Smith and Kenneth R. Green — survive him. Green lived in Oakland.

More maintenance employees complete diesel skills class

June 14 was graduation day for Diesel Bus Mechanics class at College of Alameda, with graduates dedicating the ceremony to *Antonio Hernandez,* a class member who died April 12.

Completing the program were AC Transit employees *Preston Johnson, Eugene King, Sam Randle, Brenda Jackson, Salvador Bonilla, Max Berger, Cecil Foster, Manuel Quiroz, John Arnett, Donald Lyons, Randall Pearce, Luis Rosales,* and *Susan Francisco.*

Driving bus safely: "Like playing chess"

SAFETY ACHIEVEMENT — Operator Allen R. Rasmussen receives congratulations from Newark Division Superintendent L.L. McDonald on recording 25 years of safe driving. Rasmussen is the 52nd AC Transit driver to reach this distinguished milestone. Rasmussen offers the following observations on how he has avoided accidents: "It's like playing chess. You always have to look and plan ahead. Remember to keep your distance and keep your mind on your job."

New Employees

Richard Hardy
Maintenance
Richmond Division

David Kissinger
Maintenance
Emeryville Division

Bobby McDonald
Maintenance
Emeryville Division

Andrew Neal
Maintenance
Seminary Division

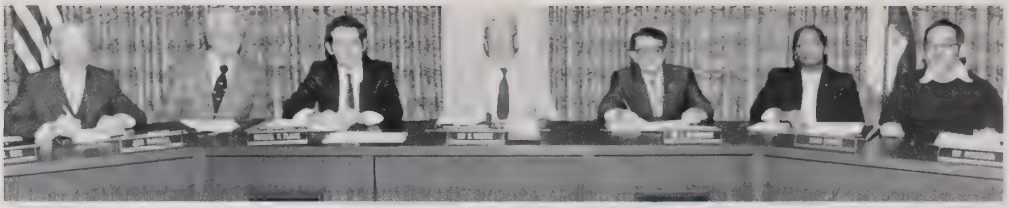
Safe driving stats tallied

Newark Division drivers, with their average of 62,191 miles per accident, were tops in the May safe driving statistics. Also bettering the standard goal — 13,250 miles per mishap — during the first month of spring were Seminary Division's average of 15,143 miles per accident and Richmond Division's average of 13,909 miles.

District drivers as a whole registered 2,747,973 miles during the past month, carrying urban and suburban passengers over a District service area encompassing two counties and nearly 40 separate communities.

Retirement round-up

- **Charles C. Campbell**, Driver, Richmond Division, 12 years.
- **Aime C. Glesener**, Driver, Seminary Division, 10 years.
- **Billie D. Jones**, Driver, Newark Division, 31 years.
- **Frank Marshall**, Mechanic "A", Richmond Division, 23 years.
- **Richard Mudrick**, Transportation Supervisor, 14 years.



Actions of the Board

At a regular meeting May 9, the Board of Directors:

- Approved health and welfare benefits program, on motion of Director Bettencourt.

* * *

At an adjourned regular meeting May 23, the Board of Directors:

- Approved contract award to Wells Fargo Guard Services for specified trial period with option to extend; authorized General Manager to issue Request for Proposals for Mobile Patrol Security Services, on motion of Director Nakadegawa.
- Adopted Five-Year Plan for Fiscal 1985-89, with specified additions: authorized specified summer service to East Bay Regional Parks; authorized General Manager to seek funding for Phase 2 of Oakland's Central District Transit Improvement Study; scheduled June 27 public hearing to receive comment on program for revised Regional Discount Card program (see story, pg. 5) on motion of Director Nakadegawa.
- Authorized Directors to attend California Transportation and Public Works Conference in Berkeley, on motion of Director Nakadegawa.

* * *

At an adjourned regular meeting June 6, the Board of Directors:

Transit-Times

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Robert J. Shamoon ..... Assistant General Manager for Operations
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Ozro D. Gould ..... Risk Manager
Donald S. Larson ..... Research and Planning Manager
Mike Mills ..... Marketing Manager
Warren E. Robinson ..... Transportation Engineer
John W. Rose, Jr. ..... Affirmative Action Coordinator

9

- Designated Stolte, Inc/Force, Ltd., for development and construction of General Offices facility (see cover and story, pg. 3) based on specified proposal; authorized General Manager to approve necessary travel related to the development/construction program; requested monthly progress reports on the project, on motion of Director Bettencourt.

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Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

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Charters: The Democratic way Around the Bay

What the Press is saying about transit

THE TRIBUNE

Transit Trauma

Many of AC Transit's bus lines weave integral strands in the Eastbay's public transportation network. Others among the transit district's 200 total runs are more like loose threads — dangling along the edges where they are of use to just a very few people.

On those lines where patronage is lightest, the transit district would be foolish to arbitrarily cut service even to one passenger if it weren't necessary.

But when a system is running $5 million to $6 million in the red, as AC Transit is projected to do during this fiscal year, reducing or eliminating runs during hours of least patronage is one of the few ways to gain control of a runaway budget.

Another way is to trim back Eastbay express and transbay bus service during non-peak commute hours and reroute those patrons to the nearest BART station. Riders switching from transbay buses to BART during the middle of the day can get closer to many San Francisco destinations than is possible on the buses.

Adding a few new routes in the Eastbay, where surveys indicate the presence of sufficient potential passengers to make service feasible, should further reduce deficits.

Such proposals appear quite sensible on paper, but arouse considerable ire from among the 5,000 or so of AC Transit's riders who would have to adapt to the cutbacks, changes or eliminations in service. "The bus is convenient," one protesting rider observed. "It has a view and it has a seat. On BART, there are none of these things."

If it weren't for the understandable possessiveness and affection people feel toward "their" bus lines, however, patrons might recognize how foolish it is to pay a driver to provide what amounts to a virtual taxi service on some lines.

One line that AC proposes cutting back after 7 p.m. on weeknights, for example, carried loads of six, four, one and five passengers on four runs between 7 p.m. and midnight during a weeknight survey period. Three commuter-only express lines AC would eliminate outright log an average of 80, 220 and 170 fares per day, respectively. Those passengers can get to the same destination by local bus — admittedly more slowly — or on BART.

For its part, AC Transit would do well to minimize cutbacks on more heavily patronized routes where other modes of public transportation are not available. And BART must assure patrons extra trains will be made available to accommodate them once they do make the switch.

For those people who do find themselves without service during off-peak hours, car pools, pre-arranged rides or other personalized modes of transportation may be possible.

No matter what, there is no way to sugarcoat even a minimum loss of bus service. The AC Transit board of directors was right to respond to angry patrons at a public hearing last week by directing its staff to take another look at the proposed changes • • •

AC, like any other public transit agency, must weight service needs against the need to balance its taxpayer-supported budget. If that means adapting bus lines that haven't been touched for many years to changing times, so be it.

(Ed. Note: Subsequent meetings forged the final service plan detailed on Pgs. 3 and 4.)

Restructuring service

New plan recognizes public input

A sweeping set of adjustments in AC Transit service was endorsed by the Board of Directors July 25.

At a July 9th public hearing, some 75 bus users voiced comments and concerns about the comprehensive proposals, which had been introduced to riders in a widely-distributed newsletter as scheduled for implementation in September.

"We've assessed the riders' comments and we've modified the proposals to soften the adverse impact on those who raised particularly serious concerns," said General Manager *L. A. Kimball,* while presenting the revised package.

Cuts essential

"But the public must understand that there will be cuts," he noted. "We face a deficit of at least $5 million in this fiscal year, and that means an unavoidable service reduction in which some riders will be inconvenienced.

"It's our best estimate that curtailments currently proposed will yield a budget reduction on the order of about $3 million," Kimball told Directors. "That leaves a projected deficit of over $2 million, and the challenge we face is to find ways to compensate without further reducing levels of service."

From riders' comments, the most controversial original proposals appeared to be the plans to eliminate night service on a great many neighborhood routes, including Lines 7, 12, 14, 56, 59/76, 67, 78, 80, 81, 84, and 85.

"We received a clear message from our public — and from the Directors — about such cuts, and we now propose to find a way to continue operating night service on those routes," Kimball stated. "We don't know how yet, but we will find the funding to retain it."

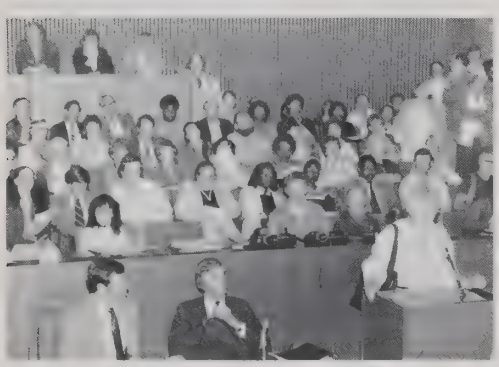
Combined routes

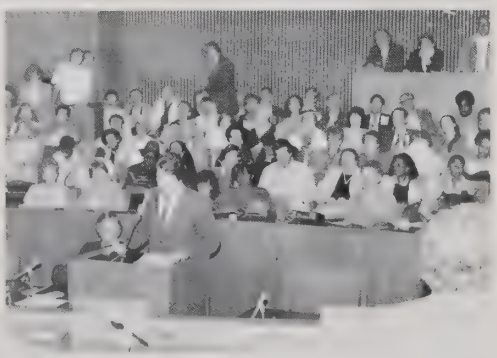
Riders also voiced arguments about discontinuance of Express Lines 32 and 36; and the District now proposes to combine the two routes — operating a consolidated line 36 between BART/ Hayward, the Washington Manor area, and downtown Oakland.

Another revision resulting from public comment is to operate limited off-peak Line C - S.F. - Piedmont service (timed to mesh with BART trains at the MacArthur Station, and also local off-peak Line E bus service) seven days a week rather than discontinuing off-peak transbay service as originally suggested.

Marginal bus trips and/or routes originally identified — and still recommended

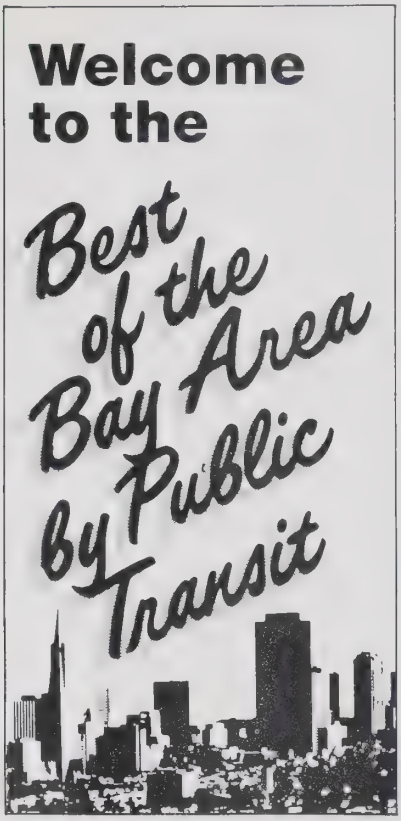
(Continued on Page 4)





PASSENGERS SPEAK — That AC Transit riders are devoted to and dependent on their particular segment of District service was reaffirmed during this public hearing on realignment. Some who voiced their viewpoints and concerns are shown above and on the carry-over page.

Guide to popular spots Tells transit routings As options to auto use



A NEW pocket guide titled "The Best of the Bay Area by Public Transit" has been published by the Regional Transit Association to guide residents and visitors to the network of public transportation systems which serve major historic, recreational, and entertainment sites in this world-renowned region encompassing nine counties.

Colorful schematics depict basic intercity transit routes, including those providing access to points of interest in San Francisco and downtown Oakland. Brief descriptions of 69 popular destinations reachable via public transit are keyed to map locations. Also included are transit information numbers for all RTA member systems — AC Transit, BART, San Francisco MUNI, SamTRANS, Golden Gate Transit, and Santa Clara County Transit — from whom the brochure is available.

AC Transit coordinated production of the guide.

Service revamp plans

(Continued from Page 3)

for discontinuance — include all non-commute hour service on the following, which, however, will operate at present levels during peak commute hours:

- Line B-S.F.-Grand Ave. (which will be operated as a local route between Trestle Glen and BART/19th St. Station during non-commute periods);
- Line E-S.F.-Claremont Ave. (which will be a local feeder route to BART/MacArthur Station and Line C bus service during non-peak hours);
- Line L-S.F.-Richmond (where alternate service is available via Line 72 — except for the Pierce St. segment in Albany, which would be served by a proposed new BART feeder shuttle service);
- Line R-S.F.-Hayward (where alternative service is available via Lines 82/83 and BART).

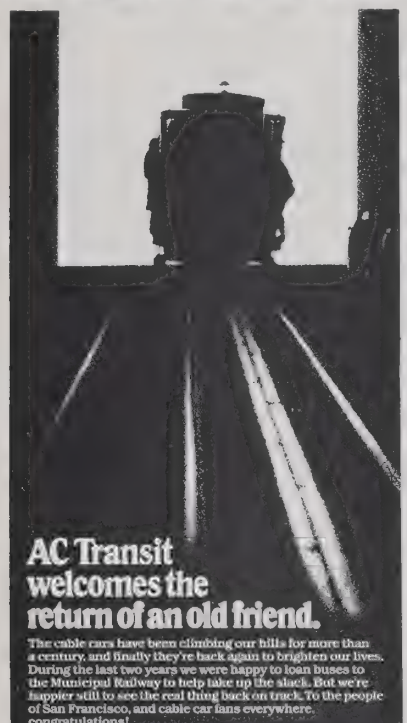
Other service

Other changes include rerouting of Line 42-Piedmont-Oakland service to BART/Lake Merritt Station (instead of Alameda) and the extension of Line T-Treasure Island-Oakland to the Alameda Naval Air Station. Line 31-Richmond-Oakland Express will be discontinued. Line K-S.F.-Havenscourt Blvd. service, originally proposed for discontinuance during off-peak periods, will continue.

"It's our hope and expectation that we will be able to consummate a 'purchase of service' agreement with BART which will add improved levels of service to many neighborhoods," Kimball noted.

The two Districts also are discussing development of additional new feeder services later in the year.

CABLE CAR FESTIVITIES — Congratulations to San Francisco Mayor Dianne Feinstein (left), and MUNI General Manager Harold H. Geissenheimer (far right) poured in last month on the completed rehabilitation and return to service of the century-old Cable Car system. Among those offering official greetings were AC Transit General Manager L. A. Kimball (center), presenting the Board of Directors' resolution of congratulation. Citizens and visitors from around the world cheered return of this unique mode of transportation.


AC Transit
welcomes the
return of an old friend.
The cable cars have been climbing our hills for more than a century, and finally they're back again to brighten our lives. During the last two years we were happy to loan buses to the Municipal Railway to help take up the slack. But we're happier still to see the real thing back on track. To the people of San Francisco, and cable car fans everywhere, congratulations!
The Directors, Management and Staff
ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

AD SALUTE — Joining other Bay Area transit organizations and businesses of all kinds, AC Transit saluted the cable cars with a media greeting.

Area voters will allot Three Directors' seats In November balloting

Candidates for the three seats on AC Transit's Board of Directors to be filled in the November general election had an August 10 filing deadline.

The Ward I seat, currently held by *Michael H. Fajans,* represents residents of portions of both Berkeley (including its UC, Claremont, and Rockridge areas) and Oakland (including the central business district and Lake Merritt area).

The Ward II constituency, now represented by *William E. Berk,* also includes some Berkeley residents and others within both Alameda and Contra Costa Counties, including city-dwellers in such locales as Albany, Emeryville, and Richmond, plus voters in certain unincorporated areas.

The At-Large post currently held by *Ray Rinehart* represents an across-the-District constituency. It may be filled by a candidate living anywhere within System boundaries, which extend from Richmond and San Pablo on the north to Fremont on the south.

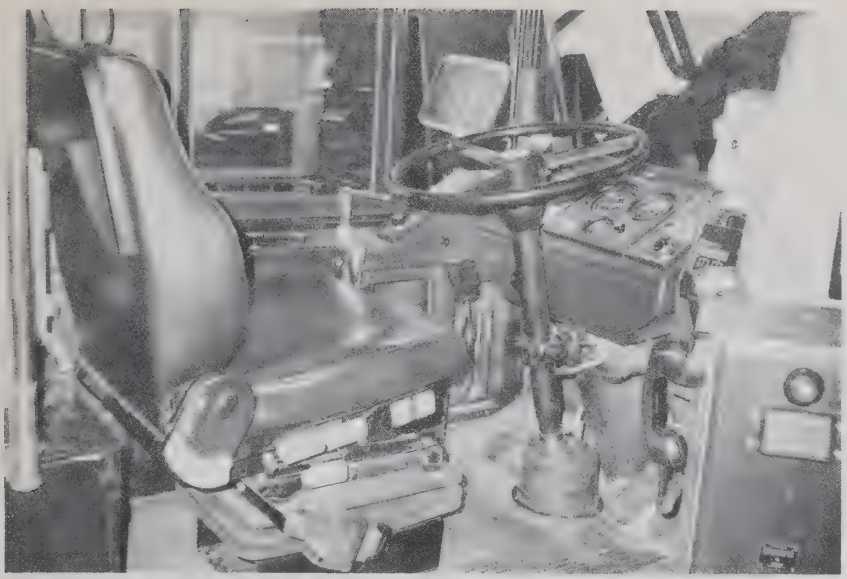
Lifts explained to wheelchair-using high schoolers

HOW-TO-BOARD PROJECT — Some Arroyo High School students, from San Lorenzo, recently received practical experience in how to use specially equipped AC Transit buses — the ones fitted with passenger lifts for wheelchair-users. The teen-aged men and women were participants in an ongoing program to demonstrate how such buses can be a means of mobility for residents in the two-county, 38-community service area. Actual use of lift-equipped buses has proven an effective way of encouraging potential riders who may have had concerns about how the mechanical devices function.

THE COVER — Charters to the East Bay's "Wine Country" were just one of the services AC Transit provided Democratic National Convention delegates in July. For the Illinois and Indiana delegations housed in Oakland that week, special shuttle service linked delegates' hotels with Convention activities in Moscone Center. District drivers and road supervisors also saw to their transportation to a wide variety of other recreational and entertainment events. The new transit information guide (see story, Pg. 4) was issued in time to aid Conventioneers.

Retirement round-up

- **Lewis E. Dennis,** Driver, Richmond Division, 15 years.
- **Robert E. Elkinton,** Driver, Richmond Division, 23 years.
- **Frederick Heaton,** Driver, Emeryville Division, 11 years.
- **Lloyd L. Hoffman,** Driver, Seminary Division, 17 years.
- **Howard Johnson,** Driver, Seminary Division, 28 years.
- **Helen L. Pitts,** Driver, Emeryville Division, 27 years.



New tech In Bus seat

The name may be hard to pronounce, but the product is easy to appreciate, according to AC Transit bus operators who have driven the buses with the new Isringhausen driver's seat.

The new seats are part of special features designed for improved driver comfort and increased operational efficiency on 134 new buses from Gillig Corp. of Hayward.

Designed in Germany and assembled in Michigan, "The seats have more adjustments — positions — than any seat in the industry," according to *Glenn Andrade,* manager of purchases and stores.

Buses with the new seats were put in revenue service in late July.

DRIVER COMFORT — New seat provides upper and lower lumbar support and an air suspension cushion which adjusts to the operator's weight. Adjustments for the back-rest enable the operator to establish a desired angle for comfort. In conjunction with new-tech seats, the Gilligs also have an adjustable steering column which can be tilted to accommodate individual driver requirements.

Divisions shine in safety averages

All divisions met the June safe driving "bogey" by bettering the established minimum average of 13,250 miles per accident.

Newark Division drivers averaged 32,487 miles per mishap during the month; Richmond Division had a strong showing of 18,580 miles; Emeryville Division tallied 16,318 miles; and Seminary Division, 15,794 miles.

District drivers as a whole completed the month with a total of 2,584,318 service miles.

Two transportation veterans die

Albert Villata, 58, a veteran of 41 years of transit service, died July 8 in Richmond, where he made his home. His span of employment, which began with AC Transit's predecessor organization only a month after Villata turned 17, had recently ended with his retirement from the position of assistant maintenance manager.

Villata is survived by his widow, Barbara, and five children: Lisa, Stephen, Randall, and Jeff Villata; and Kathy Villata Hicks.

Cecil Cartner, 65, a Richmond Division driver who joined AC Transit in 1967, died June 24 while vacationing in South Dakota. He was a resident of Richmond.

Cartner is survived by his widow, Marilyn, and four children: David Cartner, Judith Ulias, Catherine Faust, and Mary Anderson.

FOCUS: Transit People and Projects

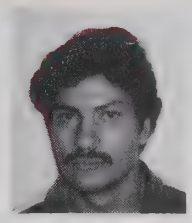
QUELLING CRIME — General Manager L. A. Kimball met with the press last month to launch "WeTIP", which provides rewards of up to $500 for tips (anonymous or not) which lead to crime arrests and convictions. He was speaking for Regional Transit Association organizations, which are displaying posters on transit vehicles publicizing the toll-free "WeTIP" number: (800) 78-CRIME.

SCHOOL'S OUT — Marking completion of diesel bus mechanics class at College of Alameda were (upper photo, left to right) Preston Johnson, Eugene King, Sam Randle, Brenda Jackson, Instructor Vic Carranza, Salvador Bonilla, Max Berger, Cecil Foster and Manuel Quiroz. Graduates not pictured are John Arnett, Donald Lyons, Randall Pearce, Luis Rosales and Susan Francisco. Donn Guay, John Beuk, Herman Lawrence, Peter Lendway, and Mario Benassi, (right) receive certificates from Wayne West, maintenance superintendent, for instruction in the 92 Series GMC Detroit diesel engines.

New Employees

AC Transit welcomes these new workers

Frank Cambra
Transportation
Seminary Division



Rigoberto Castellanos
Transportation
Emeryville Division

Doris Davis
Transportation
Seminary Division

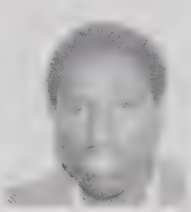
Annette Donaville
Transportation
Seminary Division

Shelley Ann English
Transportation
Emeryville Division

Ernest Hartwell
Transportation
Seminary Division

Christian Hernandez
Transportation
Seminary Division

Samuel Jackson
Transportation
Seminary Division



Harvey Jefferson
Transportation
Emeryville Division

Hoover Jones, Jr.
Transportation
Seminary Division

Jacqueline Morgan
Transportation
Seminary Division

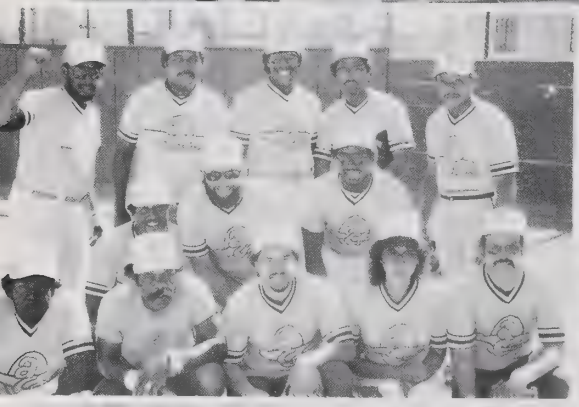
Margie Parker
Transportation
Emeryville Division

Antonio Ramirez
Transportation
Emeryville Division

Janet Reeves
Transportation
Emeryville Division

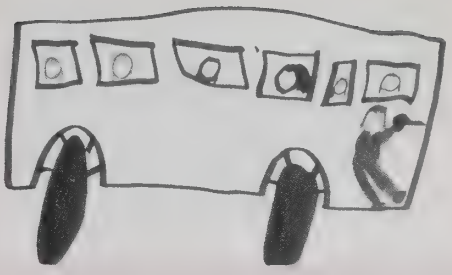
Michael Summerfield
Transportation
Emeryville Division

Cynthia Thornton
Transportation
Seminary Division



SECOND SEASON — With a half-dozen coed teams representing AC Transit's functional areas, District softball stars marked their second season of competition. Pictured are (top) the transit contingent's 'umps'; (upper row, left and right) Emeryville Division and General Offices; (second row, left and right) Seminary Division and Maintenance; and (bottom left) Richmond Division. Competition will continue through the summer, pointing toward a September 15 championship confrontation. Oakland's Golden Gate Playground is site for the games. Newark Division (not pictured) also is competing.

Our 'Stockholders' Write



I use AC Transit quite a bit and, like many people, we find time to be critical. But now I want to take a moment to "sing the praises" of Operator *Cornelious Perry.*

I boarded at Coolidge and MacArthur. The passengers were a mixture of senior citizens, young mothers with sleepy children, language problems, etc.; but all went smoothly for all, due to Mr. Perry.

Far beyond what is probably considered his 'duty', he was considerate, thoughtful, gladly gave a helping hand where needed, pleasant when answering questions, cooperative at transfer points.

Mrs. A. V. Chaves
East Bay

* * *

I had the pleasure of riding with *Norman Grant* (when) there were many passengers from Oakland Airport who apparently appreciated his knowledge of his route and transfer points. I personally appreciated his good manners.

Mrs. W. J. Cunningham
Oakland

* * *

We really enjoyed your cool bus on our field trip to "Chuckie Cheese" and the Post Office. Thanks for sending your supervisor to ease the way and reassure us (about) the schedule.

Diane Ernst
Twin Creeks School
San Ramon

(Ed. Note: Ms. Ernst's letter was accompanied by individual students' notes and drawings, one of which serves as our theme illustration, above.)

I want to applaud the AC Transit District's decision to extend the Treasure Island route to Naval Air Station Alameda. The route connecting Treasure Island and Alameda makes it possible for the first time for many Navy people to use public transportation to get to work. Many residents on Treasure Island work at the Naval Air Station. Almost everyone comes to the Station to use its shopping and medical facilities.

The Transit District's decision to expand its service to the Naval Air Station piers makes affordable transportation available to many Navy men. When both carriers are in port, AC Transit buses are transportation for the 7,000 crew members. The service also better serves over 7,000 civilian workers.

To help get the word out about the increased service, stories and schedules are being published in our weekly newspaper "The Carrier."

D.G. Richmond
Captain, USN

* * *

Each month I purchase a pass for Zone 3 of $63. I happened to leave my pass on the seat and didn't realize it was missing until I got to work.

I immediately called the yard and talked to a Mr. *L. L. McDonald* (Superintendent, Newark Division), who said he would check into it. I called back later to find out that the driver, Mr. *Byron Lynn,* had found it.

I can't express enough gratitude toward these two individuals.

Michele L. Broussard
Union City

Actions of the Board

At a regular meeting June 13, the Board of Directors:

- Adopted resolutions authorizing filing of two federal grant amendments relating to facility improvements, on motion of Director Nakadegawa.
- Referred bids for mileage rental and service of bus tires to management for evaluation and recommendation, on motion of Director Fajans.
- Adopted resolutions pertaining to Board of Directors candidate statements and designating balloting for three Directors as part of the November 6, 1984, general election, on motion of Director McDonnell.
- Adopted resolutions congratulating City and County of San Francisco on cable car restoration and East Bay Regional Park District on its 50th anniversary, on motion of Director Bettencourt.

* * *

At an adjourned regular meeting June 27, the Board of Directors:

- Awarded contract for rental and service of bus tires to Goodyear Tire and Rubber Company, on motion of Director Berk.
- Adopted resolution establishing appropriation limit for the proceeds of taxes for the District for Fiscal Year 1984-85, on motion of Director Bettencourt.

Transit-Times

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BOARD OF DIRECTORS

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WILLIAM J. BETTENCOURT ..... Vice President
Ward IV
ROY NAKADEGAWA ..... Director at Large
MICHAEL H. FAJANS ..... Ward I
WILLIAM E. BERK ..... Ward II
JOHN McDONNELL ..... Ward III
LINDA SHEPARD ..... Ward V

MANAGEMENT

L.A. Kimball ..... General Manager
Lawrence A. Rosenberg ..... Assistant General Manager for Administration and District Secretary
Robert J. Shamoon ..... Assistant General Manager for Operations
Nathaniel A. Gage ..... Assistant General Manager for Finance
Richard W. Meier ..... Attorney for the District
Glenn R. Andrade ..... Purchases and Stores Manager
Loren A. Ball ..... Transportation Manager
Gregory L. Ford ..... Administrative Projects Manager
Richard A. Fratus ..... Controller
Ozro D. Gould ..... Risk Manager
Donald S. Larson ..... Research and Planning Manager
Mike Mills ..... Marketing Manager
Warren E. Robinson ..... Transportation Engineer
John W. Rose, Jr. ..... Affirmative Action Coordinator

- Adopted District operating budget for Fiscal Year 1984-85; adopted departmental goals and objectives for the same fiscal period, on motion of Director Fajans.
- Authorized General Manager to seek proposals for update of onboard survey and passenger profile analysis, on motion of Director Nakadegawa.

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Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

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Wheels/Rails Pact signed

TOP HANDS — W.G. Gamlen, Newark Division (left), is AC Transit's 1984 Roadeo champ. Seminary Division's H.I. Kurz (right) and M.H. Zipser (center) placed second and third, respectively, in the August 25 event. Two weeks later, Kurz finished first, Gamlen a close second in the Regional Transit Association Roadeo. Gamlen goes on next month to compete nationally at the American Public Transit Association Roadeo in Washington, D.C. In honoring the three, General Manager L.A. Kimball said, "We hope to have a bigger, better Roadeo next year, where personnel can compete both in operations and maintenance."

Deft driving skills, Job knowledge win '84 Bus Roadeo honors

WINNERS ALL — When drivers vied in this year's "Bus Roadeo", which tests ability to turn and back up, to judge clearances while operating at speed, and to gauge distance accurately, only one could take first place, qualifying to represent AC Transit in the national contest. But all participants, such as Driver Gloria Butler (above), Richmond Division, earned contenders' patches, presented by Training Instructor Don Morgan.

MUNI Cheers

MUNI observers included (left) General Manager Harold Geissenheimer.

More wheels-to-rails links realized

AC Transit and BART joined this month in inaugurating a new era in East Bay mass transit coordination by signing a formal agreement strengthening inter-system transit services.

The pact followed successful efforts of an ad hoc committee of AC Transit and BART directors to hammer out a mutually acceptable policy leading to added linkage of service. AC Transit representatives were Board President *Ray Rinehart* and Directors *William Bettencourt* and *Roy Nakadegawa.* Acting for BART were Directors Margaret Pryor, Robert Allen and Wilfred Ussery.

Specifically, BART is contracting for more than $10 million in services, including $7 million for express buses and over $3 million for new metropolitan feeder routes and continued night service (previously earmarked for curtailment) connecting BART with many East Bay neighborhoods.

The nine new feeder bus routes will bring new commuter services to industrial areas of Richmond and Hayward, plus specially-tailored bus conduits increasing service availability between BART stations and parts of Albany, north Oakland, Piedmont, western Alameda, and the Eastmont Mall area of East Oakland.

These feeder routes are scheduled to make convenient transfer connections with trains at various BART stations. As an important bonus, it will help address the user-access problem at BART stations where travelers now face serious parking problems. Also, augmented service to BART substantially improves availability of transit along many East Bay streets. (see story, pg. 4)

TRANSIT TIES — BART Board President Arthur Shartsis (at mike), AC Transit's Board President Ray Rinehart (center), and General Manager L.A. Kimball (left) stressed significance of the new bus/train service links. With Year 2000 predictions of increased East Bay population and jobs adding urgency to the continuing transit funding dilemma, the two Systems hailed added linkage as one key means to meet transportation service challenges, present and future.

THE COVER — Keith Bernard and L. A. Kimball (seated, left and right) sign the official agreement signalling an era of even closer coordination of East Bay transit services. The pact not only continues District operation of six BART Express bus routes linking outlying areas of Alameda and Contra Costa counties with the rail system; but, in an added element, provides BART-funded specialized feeder routes within the AC Transit service area. On hand to witness the September 6th formalization of the agreement were (standing, left to right) Channel 7 news cameras, Oakland Mayor Lionel Wilson, AC Transit Board President Ray Rinehart, BART Directors Margaret Pryor and Robert Allen, and AC Transit Director Linda Shepard.

Major service adjustments take place

Major adjustments in AC Transit bus routes — including the implementation of new services in many East Bay communities — have gone into effect. New bus service in the Oakland area includes:

- Local Line B-2 BART feeder shuttle service between Trestle Glen and BART/19th St. Station, replacing current Line B transbay bus service during all non-commute periods.
- Local Line C-2 BART feeder shuttle service — with much improved 15-minute midday frequencies between buses — linking Piedmont and Piedmont Ave. with BART/MacArthur Station. This route replaces Line C transbay service midday, weekday evenings and weekends and holidays.
- Local Line E-2 BART feeder service linking the Claremont Hotel area with BART/Rockridge and BART/MacArthur stations during all non-commute periods.
- Line 62 midday BART feeder service linking Ballena Bay and western Alameda with BART/Lake Merritt Station and Laney College.
- Line T extension from S.F., via Treasure Island and downtown Oakland, to Alameda and the Naval Air Station.

Also, AC Transit, in conjunction with BART, has implemented new Line 10 commuter shuttles to industrial areas of Richmond; Line 39 shuttle service linking UC Village and Pierce St., Albany, with BART/El Cerrito Plaza; and new Line 86C, 86S, and 89 commuter shuttles to industrial areas of Hayward. Line DB is a new Peninsula link via the Dumbarton Bridge (see story, pg. 5). However, direct trips to San Francisco during non-commute periods were eliminated on five existing transbay routes.

These and other changes, designed to help AC Transit ease a substantial budget shortfall this fiscal year, incorporate suggestions of the Board of Directors and of riders who participated in the July 9 public hearing.

Concurrently, AC Transit and BART introduced a revised transfer system to provide easier and more economical trips for riders of both systems, particularly during non-commute periods.

Revamp of discount fare card program gets Board's OK

A face lift for the regional Transit Discount ID Card, plus a revamping of the program which provides discounted fares to elderly and disabled bus riders, got the green light from AC Transit's Board of Directors on August 22.

The new cards — retitled "Regional Transit Connection Discount Cards" — provide reduced fares on AC Transit and all other public transit systems in nine Bay Area counties to citizens 65 or older and to the certified disabled.

Under the revised program, persons who qualify for reduced fare identification cards will be expanded to include: veterans with disability ratings of 50 percent or higher; those denied a California Driver License for specified medical reasons; and visitors to the Bay Area (for up to six months) who have valid Transit Discount identification from their home towns.

Transition to the new system requires re-registration of all current "Bay Region Transit Discount ID Card" holders. The transition period begins Oct. 1 and will continue through Feb. 28, 1985, to provide ample time for current holders to secure the updated card, which will be issued free upon surrender of the old cards. Those getting a card for the first time, or securing a visitor's card, will pay a $2 administrative fee. Cards are valid for three years.

General Manager *L. A. Kimball* assured the Board that a major outreach campaign will be mounted to contact all senior centers and other appropriate locations to make convenient arrangements for reissuance of the ID cards.

Board records opposition to Prop. 36

AC Transit's Board of Directors has officially recorded its opposition to Proposition 36 on the November ballot, which could further cripple bus operations.

"The sweeping proposal reportedly was devised to simply 'revise' provisions of Proposition 13, the 1978 Jarvis-Gann Property Tax Initiative," General Manager *L.A. Kimball* reported to the Board during a regular meeting September 25.

The original Proposition 13 virtually eliminated the power of AC Transit's Board of Directors to adjust property taxes to offset increasing costs of providing bus services.

Now this new proposition would establish tight new strictures on 'fees' for public services. And transit fares are included in the definition of 'fees'.

Proposition 36 would limit increases in 'fees' to changes in the cost of living — presumably the Consumer Price Index — for the previous twelve month period. Because of the unpredictable variables, AC Transit cannot predict accurately the dollar revenues that would be generated by any nominal increase in fees for services rendered.

"Every fare increase drives an unpredictable number of patrons away from the system," Kimball stated. "Since we cannot project actual dollar returns with any precision, meeting the limitation by matching revenue increases to the CPI would be virtually impossible.

"Should the financial need exceed revenues expected from a fare increase based on the currently-low CPI fluctuations of the prior twelve months," Kimball noted, "Proposition 36 would require a two-thirds vote of the District's electorate. Given the obvious impracticalities of holding elections for relatively minor fare adjustments, it seems probable that 'fees' for transit services could not be increased in proper increments to meet revenue needs.

"It seems quite likely that this measure would force AC Transit to meet rising operating costs by adopting annual fare increases in odd, arbitrary amounts, designed hopefully to keep actual returns below the annual cost of living increases," Kimball continued. "The public and the users of mass transit would be better served by fare adjustments, proposed as infrequently as possible, to meet pressing financial needs."

Line DB buses offer another transbay commute option

AC Transit's Line DB — connecting BART and the East Bay with high-tech employment sites in the Palo Alto area — began service September 10.

Buses operate via the Dumbarton Bridge at 30-minute intervals during weekday commute periods.

The service connects BART/Union City on the east with Stanford Industrial Park and the Palo Alto Transit Center on the west.

In other inter-system links, Line DB makes connections with Santa Clara County Transit, SamTrans, and CALTRAIN. The AC Transit service is funded by Metropolitan Transportation Commission for a one year demonstration period, with hopes for permanent status.

Line DB backer, Assemblyman Byron Sher (D-Palo Alto), spoke at inaugural ceremonies.

Federal funding approval gives imp

AC Transit's system-wide facility improvement program received a substantial lift with last month's verification of a total of $37.7 million in federal aid, which will help to fund the capital projects aimed at rehabilitating two operating yards and building a new division. The aid also will serve to ease some of the strain on the District's operating budget.

Of the total, about $24 million will be applied to rebuilding two veteran bus yards, virtually from pavements to rooftops. These are Seminary Division, East Oakland, from which some 335 buses operate; and Emeryville Division — almost unchanged since the 1930s — which fields about 240 buses.

Another $5.6 million will help fund a new operational facility, behind the Hayward Airport, to house a fleet of 250. This site also will absorb the maintenance and dispatching activities currently conducted in a satellite division in Newark and the training function now located at Seminary Division.

"This assurance of full funding of three modern operational facilities is a big boost to AC Transit," says General Manager *L. A. Kimball.* "Streamlined, up-to-date facilities for maintaining and dispatching the bus fleet will yield more efficient service to bus riders and the general public."

Announcement of grant approval was made by Alfred A. Dellibovi, deputy administrator, Urban Mass Transit Administration, who capped his Oakland visit with an inspection of AC Transit sites now under construction or soon to be.

The funding package also includes some $7.8 million to help with the System's operating expenses.

Verification of funding for the operating divisions occurred just as AC Transit was gearing-up to celebrate official opening of the new $21 million Central Maintenance facility on East 14th St. and

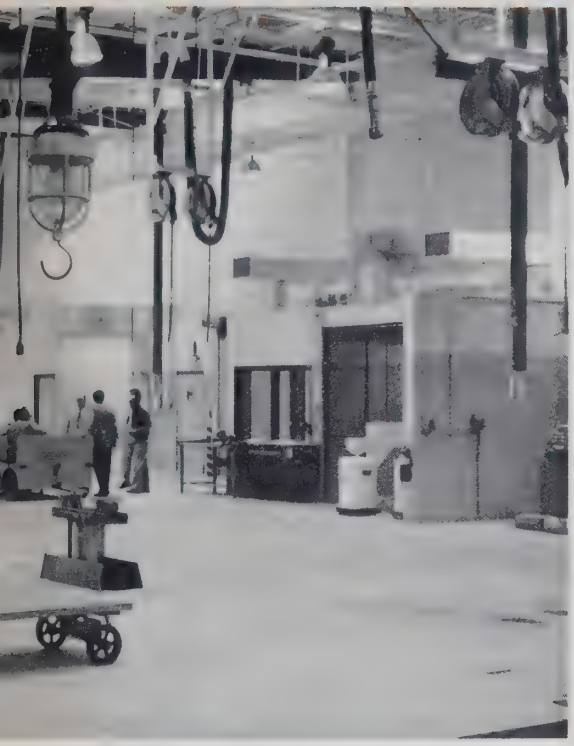
105th Ave. in Oakland. The ultra-modern new complex, where all future heavy-duty maintenance work will be performed, is scheduled to open October 26.

Featuring the newest technology for in-chassis diagnostic assessment of running gear and expected to enhance greatly the effectiveness of the System's long-standing preventive maintenance program, the nine-acre site houses 150 employees, including Purchases and Stores.

The warehouse and maintenance structure covers nearly 200,000 square-feet and includes 23 service bays in addition to the diagnostic center.

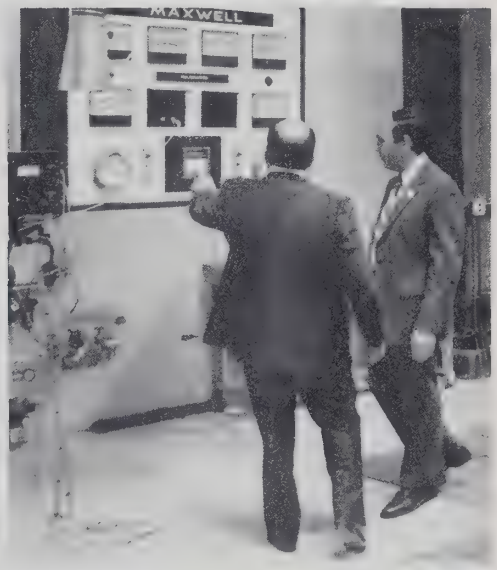
"This is the greatest single step forward in maintenance procedures since our District began operations back in 1960," Kimball points out. "It truly prepares us to maintain our fleet into the decades to come."

etus to upgrading sites



UMTA official Shifts projects Into high gear

Directors' express



BUS HAVEN — The ultra-modern Central Maintenance Center is attracting much attention, including that of Directors (left) who inspected the facility in mid-August. Later, commendatory comments came from UMTA Deputy Administrator Alfred A. Dellibovi, seen with Assistant General Manager Robert J. Shamoon examining a Diagnostic Center dynamometer (above) and at the wheel of a bus (top right).

UNIFORMLY CHIC — Bus drivers Cheryl Washington and Charles Galinsky model trendy new uniforms being considered for adoption by the District. These colorful new garments were designed by Gwen Marie McCane of Oakland and executed, for experimental purposes, by Angelica, a San Jose-based fashion house. Cameraman Lou Calderon recorded the prototype fashions for the benefit of Channel 4 news viewers. Refinement of design details and selection of materials continue pending official adoption of an updated uniform, after which the District could go out to bid.

ACTIONS HONORED — AC Transit Driver Gerald Shaw and Highland Hospital personnel were honored by the Alameda County Board of Supervisors September 11 for efforts in saving the life of seven-year-old Jesse Fagerhaugh, victim of a stabbing on an AC Transit bus in June. Speed in getting the boy to the hospital quickly and Highland's emergency services are credited with saving his life. Those honored included (from left) Tom Miller, Highland Medical Director; Shaw; Willie Mae Thompson, Alameda County Health Agency Care Services; and Mary Davis, Highland Director of Nursing.

BIKES INVITED — Herman Lawrence (foreground) and Kevin Frye, Maintenance, check prototype bus rack — built at the Emeryville yard — which will be installed on a dozen Line T buses. Line T was selected to test the two-bike, front-loading racks because of its frequency of service, access to the Alameda and transbay cycling areas, and capacity to accommodate cyclists. The year-long demonstration project, which grew out of planning sessions between AC Transit staff and the East Bay Bicycle Coalition, will assess feasibility of bikes-on-buses for possible expansion to other routes.

PLAY-OFFS — One forfeiture failed to stop Newark Division's team which bounced back, into second, before late September play-offs. Other District players were pictured in the July-August issue.

New Employees AC Trans

Manuel Arambula
Transportation
Seminary

Sandra Bates
Transportation
Emeryville

Lynette Brock
Transportation
Emeryville

Harry Brooks
Maintenance
Seminary

David Dominguez
Transportation
Seminary

Debbie Emery
Transportation
Seminary

Debra Godfrey-Vilce
Transportation
Emeryville

Gloria Hollans
Transportation
Seminary

Francis Jennings
Transportation
Richmond

Felipe Magadan
Transportation
Seminary

Shelby McCoy
Transportation
Seminary

Joseph Milligan, Jr.
Maintenance
Emeryville

Herschel Pleasants
Transportation
Seminary

Barbara Redditt
Transportation
Richmond

Errice Richardson
Transportation
Seminary

Elizabeth Romero
Transportation
Emeryville

Patrick Rotell
Maintenance
Central

Rudy Salter
Transportation
Seminary

Robert Sheinall
Transportation
Seminary

Lois Taylor
Transportation
Seminary

...it welcomes these new workers

Robert Tinoco
Transportation
Seminary

Doris Torres
Transportation
Seminary

Robert White
Transportation
Seminary

Valerie Williams
Transportation
Seminary

Woska assumes new post as District resources manager

William J. Woska, former Director of Personnel for City of San Mateo, has been named human resources manager for AC Transit. A graduate of California State University, Sacramento, in Psychology and Sociology, Woska also earned a degree from Lincoln University College of Law, San Francisco.

A native of Sacramento who previously held personnel administrative posts with County of San Diego and City of Sacramento, Woska assumed his duties with the District August 20. He will oversee a department whose staff operates within the following areas: manpower records-keeping; labor relations; wage/salary/job classification policies; training and employee development; employee counseling and support.

William J. Woska

The retirement round-up

- **Jesus Aguirre, Jr.,** Driver, Emeryville Division, 24 years.
- **Remo Benedetti,** Driver, Richmond Division, 38 years.
- **Alden R. Blick,** Transportation Supervisor, 32 years.
- **Dudley L. Choate III,** Driver, Newark Division, 11 years.
- **Gabe Davis, Sr.,** Driver, Seminary Division, 18 years.
- **Milton Hadden,** Driver, Seminary Division, 18 years.
- **Amy Martinez,** Driver, Newark Division, 18 years.
- **Donald E. Michaels,** Driver, Newark Division, 21 years.
- **Harold J. Senst,** Driver, Emeryville Division, 19 years.
- **Carey B. Walker,** Driver, Seminary Division, 22 years.

Actions of the Board

At a regular meeting July 11, the Board of Directors:

- Approved 'Negative Declaration' related to initial environmental study of proposed new General Office facility in downtown Oakland, on motion of Director McDonnell.

* * *

At an adjourned regular meeting July 25, the Board of Directors:

- Adopted service changes and new AC/BART transfer (see story, pg.4), on motion of Director Nakadegawa.

* * *

At a regular meeting August 8, the Board of Directors:

- Awarded contract for Seminary Division soundwall and site lighting to Stacy and Witbeck, Inc., and West Bay Contractors-Engineers, Inc., on motion of Director Fajans.

* * *

At an adjourned regular meeting August 22, the Board of Directors:

- Authorized travel of two to Colorado to evaluate specified Neoplan 26-foot coaches for District needs, on motion of Director Bettencourt.
- Awarded contract for Seminary Division parking structure to C. Overaa & Company, on motion of Director Berk.
- Adopted resolution authorizing filing of federal grant applications, on motion of Director Fajans.
- Authorized General Manager to enter agreement with BART to provide bus services (see story, pg. 3), on motion of Director Bettencourt.

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WILLIAM E. BERK ..... Ward II
JOHN McDONNELL ..... Ward III
LINDA SHEPARD ..... Ward V

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Donald S. Larson ..... Research and Planning Manager
Mike Mills ..... Marketing Manager
John W. Rose, Jr. ..... Affirmative Action Coordinator
William J. Woska ..... Human Resources Manager

9

- Adopted fare and policy for new AC/BART two-way transfer, on motion of Director Fajans.
- Authorized General Manager to enter agreement with Crain & Associates for onboard survey and passenger analysis; authorized new Regional Transit Connection Discount Card Program (see story, pg. 4), on motion of Director Nakadegawa.
- Approved bicycle rack project on Line T (see story, pg.9), on motion of Director Shepard.

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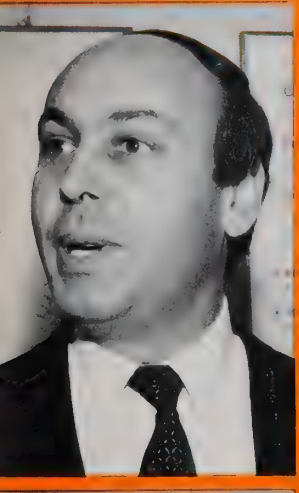
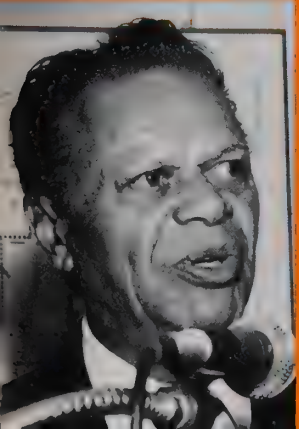
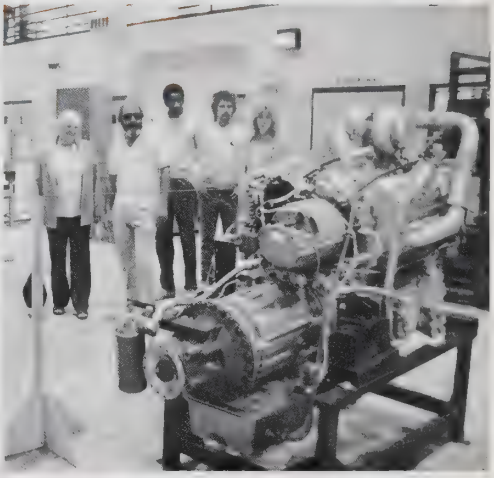
System celebrates Maintenance Center opening





Transit folks attend Festive Open House



OPENED DOORS — The October 20 Maintenance Center Open House drew a crowd of AC Transit employees, retirees, and family members, looking over the sophisticated new facility.

AC Transit/BART coordination

Ads promote pluses of transit links

Beginning in November, Bay Area transit riders, radio listeners, and newspaper readers will receive messages calculated to increase awareness and understanding of the new AC Transit/BART coordinated schedules, inter-system transfers, and individual trip-planning service.

A special feature for present and potential patrons, to be described in the media campaign, is the 'personalized travel plan'. This consists of a form — filled-out by information personnel — with all essential details relating to an individual rider's planned inter-system trip.

Accompanying the customized travel plan, which will include relevant bus and train times, bus stop/train station locations, and transfer information, will be a coupon worth one free local bus ride to BART (valid through December 2, 1984). The media messages will emphasize that present and potential patrons must merely call AC Transit's Telephone Information Center to take advantage of the trip-planning service and free-ride coupon (one per customer only).

Other important elements in the wheels/rails link also will be promoted in the four-week media blitz — based on a "Great Connections" theme. Through radio spots, newspaper ads, interior/exterior bus posters, and promotional postings throughout BART, riders will be informed of added train/bus connection points, of schedule coordination efforts aimed at making two-system travel more efficient, and of how to benefit from the new, improved train/bus transfer system, which provides particularly economical inter-system trips during non-commute hours.

This media campaign — funded jointly by AC Transit and BART — is in support of the pact, signed September 6, formalizing cooperative efforts to strengthen inter-system transit services.

THE COVER — On October 19, AC Transit's brand new $25 million Central Maintenance Center drew a roster of distinguished public officials, gathered at the site in East Oakland to participate in official dedication ceremonies and tours. Alfred DelliBovi, Deputy Administrator, Urban Mass Transportation Administration (center, left), was keynote speaker in a brief program which also featured Oakland Mayor Lionel Wilson (bottom, left). Hosts L. A. Kimball, General Manager, and Ray Rinehart, Board President (far left and right, respectively, last photo) attended guests, including DelliBovi (second from left) and Joseph Bort, MTC Commissioner and Alameda County Supervisor. The following day, the doors were thrown open again for another group of special guests — employees, retirees, and families (see Pg. 2). The sophisticated new bus maintenance and remanufacture center is the subject of the special supplement which appears in this issue.

AC Transit Director And Marketing Manager Receive MTC awards

Noting his "creativity and initiative" throughout the project, the Metropolitan Transportation Commission honored Marketing Manager *Mike Mills* with an 'Award of Merit' for his leadership role in establishing the Transbay Terminal Information Center. Mills' recognition came during September 26 ceremonies in which MTC presented its 1984 awards for services to mass transportation.

Another award winner was Director *Linda Shepard,* who received a 'Special Letter of Recognition' for spearheading a BART program of summer youth employment.

The Information Center which resulted from Mills' effort displays fare and schedule data for all major transit systems in the Bay Area, and is accessible to the 30,000 passengers who pass through the San Francisco terminal each weekday.

Bus info helps teach reading

That AC Transit informational materials for patrons can be adapted to broader use is pointed up by this letter from Michael J. D'Augelli, Reading Specialist at San Lorenzo's Arroyo High School:

"I called your office last week and asked for a new supply of local schedules and system maps. As usual, they were promptly delivered.

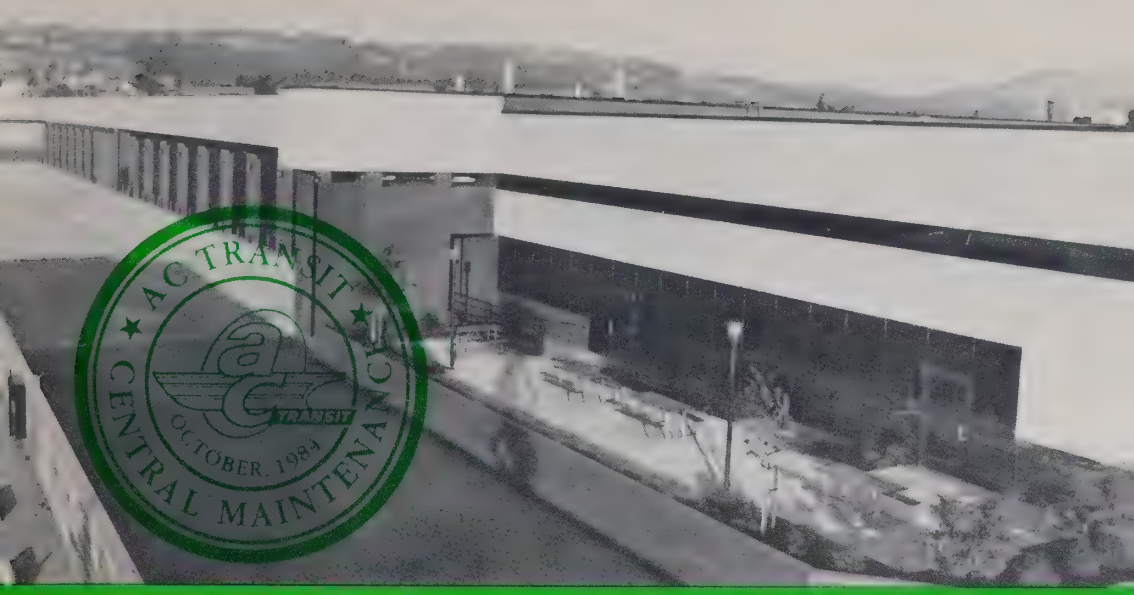
I am writing to thank you and your staff for taking the time to provide me with these educational tools. The classes are able to learn about public transit and improve their reading skills. Both these factors make education more practical and meaningful for all of the students.

Basic "bus literacy" is a required part of my Reading classes, requiring both basic reading skills and the so-called higher-level cognitive skills. This is the second year of this requirement in my classes and it appears to be a success.

Again, thanks for the materials. Have a good and successful year."

New discount I.D.

John MacFarland (left) is photographed by Norman Davis, Customer Service, to become the first AC Transit patron to receive the revamped, retitled senior citizen discount fare card. Now called "Regional Transit Connection Discount Cards", the I.D.s provide reduced fare on Bay Area transit systems to those at least 65 and to the certified handicapped. Re-registration of previous card-holders — plus processing of new card-seekers — is continuing.



New maintenance era opens

AC Transit's fleet upkeep activities are now focused within a modernized maintenance process carried out in a new Central Maintenance Center. This complex is completely equipped for detailed diagnosis of buses and other vehicles; quick replacement of bus components, assuring rapid return to service; total remanufacture of engines, transmissions and other components; and accurate measurement of life-cycle costs of vehicles and components, using the latest computerized management information systems.

AC Transit continues to dispatch all revenue service vehicles from four operating divisions (also being modernized in a $100 million system-wide facilities upgrade program). But by locating all major bus rebuilding activities in the new Center, AC Transit achieves smoother operations in the divisions and even greater reliability of the bus fleet — two important factors in maximizing service to East Bay patrons.

The active fleet totals 850 buses which are employed on nearly 200 commute-hour routes serving urban, suburban and virtually rural areas on some 750 square miles of Alameda and Contra Costa counties. Some 27 cities and a dozen major unincorporated communities lie within this service area, which has a total population of 1.6 million.

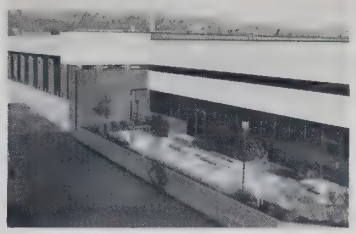
Key elements of a computer-age

DIAGNOSING MECHANICAL MAL-FUNCTIONS

- **Production Control Office is notified by Division of 'Bad Order' bus; authorizes transfer to Central Maintenance.**
- **Bus, with Defect Card/Work Order and Bus History, is received at Central Maintenance.**
- **Diagnostic and Service Center analyzes vehicle using chassis dynamometer, identifies warranty work (if any), and produces detailed work list for the various Central Maintenance shops.**
- **On receipt of open Work Order from Diagnostic and Service Center, Production Control Office schedules repairs as needed in the various shops.**
- **Maintenance Storeroom, acting on staging order issued by Production Control, selects parts, kits and components to be delivered to various shops for repair of bus.**
- **Bus is moved through the various shops, as required, for repairs scheduled by Production Control. On completion at each stage, the shop enters repair/task up-date data into Information System.**
- **Last shop on schedule notifies Diagnostic and Service Center all work has been completed.**
- **All components removed from bus are sent to Used Components Shop for dismantling, inspection and rebuild.**
- **Bus ends cycle where it began — with a thorough final inspection at Diagnostic and Service Center, prior to final movement into Central bus pool for reassignment to service.**

COMPUTERIZED CONTROL AND DATA COMPILATION

An important element of the administrative functions is an on-line computerized Maintenance and Materials Management Information System which provides stringent inventory control and maintains detailed historical and statistical data on all repair activities, including the frequency and cost of rebuilding components and of vehicles themselves.



bus maintenance center

REMANUFACTURING COMPONENTS FOR RE-USE

- **Component Disassembly section receives used components from Divisions and Central shops (entering all identifying and history data into Information System).**
- **Based on work orders received from Production Control Office, Component Disassembly foreman selects used components for remanufacture.**
- **Components move to:**
  - **Steam Cleaning**
  - **Disassembly**
  - **Chemical Cleaning**
  - **Detailed Inspection**
- **Inspectors develop materials list of parts determined needed and move acceptable component parts packages to staging area. (Unacceptable parts are moved to Scrap Holding Area.)**
- **Component Disassembly foreman enters new parts and materials list in Information System, sends materials list to Central Maintenance Storeroom to be filled.**
- **Parts packages are moved by Central Maintenance Storeroom to staging area for incorporation with acceptable inspected parts.**
- **Completed parts packages move from staging area into Component Remanufacture Shop for rebuild as scheduled by Production Control Office.**
- **Inspection and Testing by Component Remanufacture Shop follow rebuilding of components.**
- **Remanufactured components are sent to Receiving, in Central Warehouse, for storage. History data base is updated in Information System.**
- **Completed work order forms are returned to Production Control, which up-dates component and bus history in Information System, including cost of rebuilding each for purposes of maintaining life-cycle cost data.**

CENTRAL MAINTENANCE STATISTICS

Central Maintenance houses approximately 201,000 square feet of enclosed space for four distinct functional sections: Administrative Offices; Central Stores Warehouse; Diagnostic and Service Center; and Maintenance and Remanufacturing Shops.

The maintenance section includes 23 service bays for revenue vehicles; complete bodywork, painting and chassis repair facilities, including the latest laser-alignment equipment; specialized shops to repair electronic equipment and wheelchair lifts; a separate assembly line for complete remanufacture of all bus components; and an area for repair and upkeep of non-revenue vehicles.

The District's central receiving and warehousing activities are performed by Stores, which also maintains an adequate stock of components rebuilt in the Center for quick insertion into coaches sent to Central Maintenance, thus minimizing vehicle down-time due to defects.

Some 140 employees operate this $25 million center, which will be doing business with suppliers and service organizations throughout Oakland and the greater metropolitan East Bay, thus continuing the favorable economic impact begun during the developmental phase.

System bids for an enhanced 'Air-BART'

AC Transit is on record with a proposal to operate "Air-BART" service to the Oakland Airport — but with a number of significant improvements. Cost of such service, AC Transit believes, probably would be lower than that now invested in bus service to the airport, plus the current "Air-BART" shuttle.

The key proposed element would be an upgrade of Line 57 — Oakland Airport-MacArthur Blvd. service, now operating over the same route as "Air-BART" to the main airport terminal. Line 57 buses currently carry more passengers between the terminal and the BART station than are served by "Air-BART." This is largely because Line 57 makes local stops along Hegenberger Road while the "Air-BART" shuttle serves only the terminal and train station.

According to General Manager *L.A. Kimball,* "We now invest dollars in Line 57 airport service; and the addition of support from the Port (and BART), which currently operate the separate shuttle service, could greatly improve the total level of transit in that part of east Oakland."

Under a written proposal tendered to the Port, an already high level of Line 57 service would be increased, particularly during peak periods. Additionally, the increased buses would be scheduled to make maximum direct connections with BART trains.

AC Transit suggests the service be operated on a regular schedule — just like Line 57 — rather than on demand, as "Air-BART" is presently. This alternative would offer a bus every 10 to 15 minutes during most hours of the day — an arrangement readily adaptable to serving the current airport terminal and the new one scheduled to open next year.

Advantages to the Port of Oakland, the System asserts, include these:

- Reliable service and equipment from a large bus fleet benefiting from regular preventive maintenance and highly-trained drivers;
- Accessibility to the airport (and intervening stops) for wheelchair-users and others with mobility impairments;
- An extensive level of support services, including planning and marketing, which AC Transit regularly provides;
- Additional options which could include bus service to the Executive Guest Terminal at the old North Airport.

Tally tells month's safety tale

Following their record-breaking August safe-driving record (a remarkable average of 21,773 miles per accident), District drivers slipped a bit, statistically speaking, in September, with three divisions of four achieving the monthly goal, resulting in an AC Transit-wide average of 15,601 miles per mishap.

Newark Division's miles-per-accident average in September was 39,079 miles; Seminary's, 16,632 miles; and Richmond's, 16,533 miles. Those tallies compare with the month's "bogey" — 13,250 miles per accident. Total miles driven in revenue service during September was 2,480,510.

August's tally broke a 1978 record.

New "teacher" never tires

A feature of the new Hayward-based Training and Education Center, scheduled to open in January, will be a computerized training system. Its capabilities extend beyond merely teaching drivers on a one-to-one basis — it also tests their mastery of the material through automated administration of midterm and final exams. Sample subject matter is route geography and accident data submission.

The training system (selected by the District through the bidding process) was developed in 1976. Used previously to train transit personnel in San Diego and Cleveland, the system includes 12 onsite training terminals and 8 off-site (two each at the other four divisions).

Maintenance and Computer Operations have new managers

Moving to the Bay Area from Maryland to assume his new position as superintendent, Central Maintenance, represents a return for *George C. Skezas.* A previous assignment with the Navy, from which he retired after a 30-year career, had been as executive officer for the Naval Air Rework Facility in Alameda.

Just prior to joining AC Transit, however, Skezas was director of information resources management at the Naval Aviation Logistics Center, Patuxent River, Md. He and wife Zelda plan to make their home in Alameda.

Joe M. Kinchen assumed his new position possessing much more than a passing familiarity with AC Transit's operations. The new computer operations manager had worked for a year-and-a-half as a consultant in the department he now heads, acting as a sub-contractor for Deloitte, Haskins & Sells.

Prior to that, he worked as contract programmer/consultant for such diverse organizations as the 'Oakland A's' and 'The Gap' following an earlier period of employment with Bechtel.

George C. Skezas

Joe M. Kinchen

Kinchen plans to be married November 17, and he and Denise will live in Walnut Creek.

Research and Planning

New Transportation Planners are (left to right) Jeffrey Allen, Susan Stropes, and Kiyo Ushino.

Pair of long-time retirees die

Adrian H. Hess, 82, who retired as a driver in 1967 after completing nearly 28 years of transit service, died July 22 at his home in Oakland. He is survived by his widow, *Geneva,* who also served East Bay transportation as a long-time cashier for Key System, AC Transit's predecessor organization. Hess himself was a veteran of both trains and buses.

Other survivors include two children, Donna Carter and DeLaine Hess.

John J. Manha, 79, a retired Mechanic A — whose career was highlighted in 1965 by his being the first winner of the District's "Golden Wheel Award for Distinguished Service" — died July 31 at his Bethel Island home. Manha's 1969 retirement ended a transit career that spanned 38 years, beginning when he joined Key System as a machinist helper.

He is survived by his widow, Lillian.

Retirement round-up

- **Lewis R. Frazier,** Working Foreman AA, Maintenance, Richmond Division, 38 years.
- **Antonio Martins,** Maintenance, Seminary Division, 23 years.

FOCUS: Transit People and Projects

Emergency situation Information shared

CRISIS COORDINATION — AC Transit's C.H. Benson (standing, left photo) conducts safety training session attended by fire fighters at Treasure Island Navy facility. The September classes covered evacuation procedures and general information about dealing with AC Transit buses in any emergency. Thirty-six fire fighters learned how to gain access to engine and battery compartments (right), as well as procedures for removing passengers in emergency situations. The training sessions are part of AC Transit's outreach to police and fire departments in the District, aimed at coordinating emergency services.

UNITED AIDES — AC Transit volunteers join former basketball star Nate Thurmond (tallest person, background) in getting the jump on this year's United Way fund-raising drive. Departmental representatives will be contacting fellow employees for financial support of the volunteer-based organization which helps fund more than 200 human care agencies throughout the Bay Area. A special feature offered contributors is the option to ear-mark a specific service agency to receive a designated donation. United Way statistics indicate that one in three Bay Area residents received some form of benefit last year from its efforts.

Actions of the Board

At a regular meeting September 12, the Board of Directors:

- Authorized travel of District's 1984 Roadeo winner to compete in American Public Transit Association Roadeo in Washington, D.C., on motion of Director Nakadegawa.

- Adopted resolutions authorizing specified vehicle sale and lease-back agreement and authorized travel of General Manager, as necessary, to seal said agreement, on motion of Director Fajans.

* * *

At an adjourned regular meeting September 26, the Board of Directors:

- Approved contract award to Motor Rim and Wheel Service for furnishing automotive filters and elements in conjunction with Regional Transit Association joint procurement; authorized travel of District representative to American Public Transit Association Risk Management Seminar in Washington, D.C., on motion of Director Bettencourt.

* * *

At a regular meeting October 10, the Board of Directors:

- Adopted resolution expressing opposition to Proposition 36 on the November 6, 1984, ballot, on motion of Director Bettencourt.

- Authorized travel of two representatives to attend 'Californians for Better Transportation' conference in San Diego in November, on motion of Director Bettencourt.

Transit-Times

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508 16th St., Oakland, California 94612
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George C. Skezas ..... Superintendent, Central Maintenance
William J. Woska ..... Human Resources Manager

Transit career of 48 years closes

After 48 years of service to AC Transit and its predecessor organizations, Warren E. "Robbie" Robinson, who has held the position of Transportation Engineer since 1967, is retiring.

Colleagues and co-workers within and outside AC Transit were scheduled to honor him at a November 2 retirement luncheon, coverage of which will appear in the next issue of Transit-Times.

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Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

JAN 8 1955

Gavel again changes hands
As Board begins new term

'84 brought changes in key areas: Service, sites, employee programs

AC Transit made important decisions during the past year in four critical areas: service analysis and realignment, facilities improvement, inter-system coordination, and strengthening of employee programs. We expect continued emphasis on these same areas during 1985, along with intense efforts toward getting a handle on that always thorny problem: finance.

Highlights during the year were many and varied, capped by the festive celebration in October of the long-awaited opening of our new East Oakland Maintenance Center, which weds computer-age technology to a long-established program of expertise and innovation in bus repair and upkeep.

Months of intensive analysis came to fruition in September's slate of service adjustments, which encompassed both necessary cutbacks and significant additions, including a new East Bay to Peninsula commuter route, beefed-up bus support benefiting military and civilian personnel at Treasure Island and Alameda, and some new or augmented industrial area and neighborhood service.

September provided yet another milestone: implementation, with BART, of a $10 million inter-system package of train/bus transit links, promising broader options and more efficient trip-planning to the riding public.

Since the quality and well being of its people is the very heart of any operation, AC Transit, in 1984, began the process of evaluating various employee programs. This will continue, but we've made a good start, including laying the framework for a more relevant Employee Recognition Plan. Also, many employees enrolled this past year in new seminars and/or longer-term study programs aimed at providing increased opportunities for career advancement. We look forward to the expanded in-house training possibilities which will follow the opening, early next year, of AC Transit's Training & Education Center in Hayward.

Since unresolved personal problems can erode both job performance and quality of life, AC Transit acted just recently to strengthen the employee assistance and counseling program (see page 5 of this issue). I urge everyone, whatever the problem, to take advantage of the off-site professional counseling which this program affords.

As to 1985, it can be expected to present its own urgent slate of problems. I believe, however, that any such challenges are amenable to solution through our cooperative efforts, combined expertise, and plain hard work. It's also important to keep in mind the day-to-day significance of our efforts, individual and joint, to many thousands of East Bay residents.

L.A. Kimball
General Manager

Long-time Director named President

William J. Bettencourt
President

Linda I. Shepard
Vice-President

Jerome G. Wiggins
New Director

William J. Bettencourt was chosen President of the AC Transit Board of Directors at a December 12 meeting, marking the fourth time the San Leandro resident has been elected to that key position within the System's policy-making body.

Bettencourt, who was Vice President of the Board in 1984, was chosen by fellow directors, who also gave their endorsement to Director **Linda Shepard,** of Fremont, to serve as Vice President in the coming year.

Bettencourt first joined the AC Transit Board when it was formed in 1956. He is Manager, Public Relations and Marketing, for Western Title Insurance Company's Bay Area District; and formerly headed public relations for Friden Division of the Singer Company. His civic contributions include years of service to the San Leandro Chamber of Commerce and the San Leandro Development Committee. He currently serves also as an advisory trustee for St. Rose Hospital, Hayward, and is a director of the Hanna Boys Center.

Previously, he has been executive secretary of Catholic Charities, Archdiocese of San Francisco; director of public relations, St. Joseph's Hospital; director of public relations, Diocese of Oakland; and director of public relations and alumni executive director, St. Mary's College, Moraga.

Shepard, a communications consultant, was elected to the AC Transit Board in November, 1982. She is a member of the American Public Transit Association's Legislative, Minority Affairs, and Awards Committees.

Jerome G. ("Jerry") Wiggins, the District's newest Director, chosen by Ward II voters in the Nov. 6 election, represents an area including Richmond, San Pablo, El Cerrito, Albany, Emeryville, Kensington, and parts of Berkeley. He is a Transportation Planner with the Metropolitan Transportation Commission, has served on the Berkeley Transportation Commission, and is himself a resident of Berkeley, where he received his Master's Degree in City Planning from the University of California. He is a graduate, also, of the Institute of Transportation Management.

THE COVER — When outgoing Board President Ray Rinehart (right) turned over the gavel to his successor, William J. Bettencourt, it reprised a ritual: the new Board President and veteran Director served in the top post three times previously. Election of Board officers and swearing-in of three Board members elected in November — incumbents Rinehart and Michael Fajans, plus new Ward II Director J. G. Wiggins — occurred at a December 12 meeting.

Ceremony marks 10th Year of bus service For Fremont/Newark

On November 12, 1974, signs on the sides of buses beginning new southern Alameda County service read "A First for Fremont." And it was. The community of 125,000 (today's population is 143,000) was watching its first bus network provide new links — neighborhood to neighborhood; homes to shopping centers, hospital, schools and BART stations.

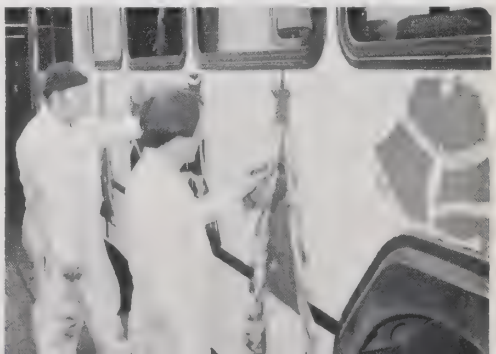
To commemorate the service area's ten-year anniversary, the System recently placed new signs on coaches now serving Fremont-Newark. The banners noted that more than 20 million patrons have utilized AC Transit service there over the past decade.

The November 21 event provided a cheerful prologue to the launching of the second decade of bus service in the two communities.

SERVICE SALUTE — Municipal and transit officials gathered in November for a significant bus service anniversary (shown, left to right, are Fremont Mayor Leon Mezetti, AC Transit Director Linda Shepard, Newark Mayor Dave Smith, and AC Board President Ray Rinehart).

AC's colorful coaches again brighten holiday bus travel

HOLIDAY HERALD — AC Transit's traditional buses brightened by a seasonal decor made their debut this year on November 23. Maintenance workers at Emeryville Division (shown here) sent the special coaches off into regular revenue service after putting finishing touches on their project. The System tradition dates back more than two decades.



Project will bridge pre-2000 period

The District has launched a two-phase research and evaluation project aimed at tearing through the veil of time to formulate a picture and plan of AC Transit services up to the year 2000. The document — a project of Research and Planning Department to provide a link with its series of short-term plans — will establish a framework for new transit services and facilities which may be required in meeting the coming era's projected ridership numbers and trip patterns.

Each major corridor will be considered individually to determine level and type of service that will meet future requirements, but the broader transportation mosaic also will come under scrutiny for its efficacy in promoting region-wide accessibility.

Studies will include effects on transit services of outside factors, including these: urban growth, land-use decisions, fuel availability/cost, traffic, status of roads and highways, and environmental concerns such as air quality. Financing is to be another area of scrutiny, focusing on the longer-term outlook for state/federal transit dollars and over-all implications of such matters as fare hikes and labor-cost increases.

It's anticipated that two of today's major transit headaches — growth and fuel availability/cost — will exist as even more complex problems in the time-period to be studied. That reality will underlie the exploration of elements influencing growth, such as citizen/legislator actions; and other elements affecting the fuel situation, such as international matters which, locally, can only be monitored.

The final document aims at being a bus transportation plan offering District residents, as turn-of-the-century approaches, an effective, economical alternative to the automobile.

Employees offered professional counseling

AC Transit is now offering a newly-broadened program aimed at aiding employees who are experiencing personal problems — problems which may, or may not, be affecting job performance.

The program's core is a network of outside counselors — Occupational Health Services, Inc. — with which the District, through the Human Resources Department, has contracted for a three-year period. Professional counseling offices are situated in a wide range of Bay Area communities, making it easy for employees to schedule sessions at locations convenient to home or work-site.

Problems which may be explored, in strict confidence, include marital and family strife, alcohol or drug dependency, emotional or financial difficulties, and stress. Depending on individual situations, these original short-term counseling sessions may lead to referral of individuals to more specialized sources of professional assistance.

The program's philosophy is that everyone, at some point in life, faces problems which are not likely to get better, and may worsen, without outside help. In a brief message to employees in the program's brochure (available from supervisors, department heads, or directly from the Human Resources Department), General Manager *L. A. Kimball* emphasizes that reality: "When you need such assistance, I sincerely hope you will call for help."

Bus signs sell moderation

In support of Alcohol Awareness Month (December), some AC Transit buses are bearing the exterior message, "Drinking may be hazardous to your health — let's talk about it."

Included is a hot-line telephone number, manned by volunteers ready to counsel callers. Sponsor is the Division of Alcohol Services of Alameda County's Health Services Agency.

CANADIAN COACH — Parked outside AC Transit's Oakland headquarters in late November, this Canadian-built bus elicited its share of curious stares from passers-by. Plans call for testing it in revenue service in early 1985. The Orion II, which can be built in 21-foot or 25-foot configurations, is one of several models manufactured by Orion, which, until 1977, was in the business of rebuilding and refurbishing buses. Testing such buses in revenue service is part of an ongoing AC Transit program aimed at keeping tabs on new technology.

AC employees will be focus of newsletter to bow in 1985

A quarterly newsletter exclusively for and about AC Transit employees will make its debut in early 1985. The publication is intended to fill a gap in AC Transit's publication-list: the lack of a medium through which employees regularly receive relevant and interesting job-related information; receive recognition for achievements and mile-stones; and get to know each other and the organization better through a variety of feature and column material.

The yet-untitled newsletter — to be produced in a four-page, tabloid-size format — will be a joint project of the Marketing and Human Resources Departments. It will complete the circle of internally-produced District publications: the monthly Transit Times, whose circulation, while including employees, is largely outside the District; two versions of a passenger newsletter, which are issued as needed; and the annual report.

Since its aim is to provide employees as varied and viable a content-list as possible, ideas for articles, columns, and photos are being solicited. Written suggestions for topics may be forwarded to the Human Resources Department, which also can be contacted by phone — 891-4799 — about the newsletter. To assure employee input, a clip-out coupon relating to content will appear in the first issue.

Wrapping up 48-year career

"Robbie" Robinson draws up new schedule—retirement

"If you're the worrying type, it would kill you fast."

That was *Warren E. "Robbie" Robinson's* assessment of the pressure of his job — then superintendent of schedules — in mid-1965. He was at the time nearly three decades into a transportation career which has just now ended with retirement, as transportation engineer, at the 48-year service mark.

His summation of the overall aim of the work is as timely, at this time of retirement, as it was at that earlier point:

"We try to put the best product possible on the road, tailored to the best advantages of the public and the District."

Robinson's introduction to East Bay transit occurred in 1936 when he joined Key System as a mail boy. Two months later, he had moved into scheduling — his specialty from that time forward. And, pre-computer, the scheduler's task — gathering and analyzing data; mapping routes; issuing and updating public timetables; locating stops; laying out schedules and then cutting them into individual driver 'runs' — was strictly manual.

After that first move upward in 1936, Robinson assumed a variety of responsibilities within the scheduling function. In 1962 he assumed the superintendent of schedules post; then, in 1965, he was tapped to oversee Research and Planning on a two-year interim basis. Upon relinquishing that responsibility, he returned to his area of specialty with a new title — transportation engineer.

The new retiree, whose leisure interests include coins, stamps, and home handyman chores, is a long-time resident of San Leandro, where he and wife Viola reside.

W.E. "Robbie" Robinson received a retirement send-off at a November 2 luncheon (top) where, on arriving, he stood (left photo) under sign appropriate to the career wrap-up theme as he was greeted by General Manager L. A. Kimball (far right) and Robert J. Shamoon (center), assistant general manager for operations.

UMTA is 20, and dollars are at work

AC Transit joined other Bay Area operators on November 28 in proffering 20th-anniversary congratulations to the Urban Mass Transportation Administration — the federal government's conduit for funds supporting public transit systems throughout the country.

Over the past two decades, AC Transit operations have been aided by more than $228 million in UMTA grants. That support has made possible the purchase of some 920 new buses, construction of the recently opened Central Maintenance Center, and the ongoing program of upgrading divisional operating sites, of which some examples are shown on this page.

BIRTHDAY KUDOS — Oakland ceremonies noting UMTA's anniversary were hosted by the Metropolitan Transportation Commission. Accepting AC Transit's congratulations (above) from General Manager L. A. Kimball was the federal agency's regional administrator, Brigid Hynes-Cherin. Some of the current facilities improvement projects made possible through UMTA funds are at Emeryville Division (top right) and Seminary Division (left).

Statistics give view of System's status

AC Transit's current statistical profile proves that it is a public transit system characterized by diversity, especially in service configuration and in passengers. Further, the figures starkly demonstrate that providing local and transbay mobility options to passengers ranging from well-to-do suburbanites to inner-city youths to fixed-income seniors is demanding — of equipment and people.

The System's average weekday ridership of 235,000 passengers can pick and choose among 169 routes fanning out over 750 square miles of two very populous counties, Alameda and Contra Costa. The 850-bus fleet, requiring 1,450 drivers, consumes 150,000 gallons of diesel fuel each week. These drivers, who currently log some 31.5 million service miles a year, are backed by 320 maintenance specialists and by 430 clerical and management people.

The tab is $96,455,000 in operating expenses in Fiscal Year 1983-84, of which $32,866,000 is paid by passengers in the form of cash fares, tickets, transfer fees, and monthly passes. Making up the difference between fares and total outgo continues to be the District's thorniest challenge. In Fiscal '83-84, the dollar gap was closed by a combination of federal funding ($7,863,000), state and local sales tax revenue ($36,951,000), and property tax share ($11,835,000) — the latter being applicable only to operating expenses.

The passengers represent a broad cross-section — in age, in income, in ethnic make-up, and in what they need in transit services. Of the 82% of total passengers who use Local buses, 133,000 are adults, 60,000 are youths, and 12,000 are seniors and/or handicapped.

Youths lead in Pass growth

Sales of AC Transit monthly passes in all categories increased in October over the previous month, with a particularly significant jump — more than 27% — in number of youth passes sold.

In all, 30,398 of the District's monthly passes were purchased in October, compared to 24,577 in September. Sales of the following types were tallied: local passes in the adult (7,938), youth (12,343), senior (4,815), and handicapped (2,167) sub-categories; and three separate transbay passes (totalling 3,135).

In addition to these AC Transit-only passes, the System cooperates with San Francisco MUNI in selling certain passes with inter-system elements. Of these, 1,681 were sold in October.

Recent deaths reduce ranks of employees and retirees

Four autumn deaths diminished the ranks of AC Transit employees and retirees.

Charles A. McAdams, 67, who had completed 37 years of transit service at the time he retired as a driver in 1983, died September 22 in Hayward. In 1982, McAdams, of Seminary Division, was honored by the District for reaching the 30-year safe driving milestone.

He is survived by a son, Charles McAdams, Jr.; and a daughter, Donna McAdams Brownly.

Wilber S. Campbell, 66, who had completed two decades of service when he retired as a Seminary Division driver in 1982, died November 8 in Martinez. He had been living in Vacaville.

Campbell is survived by his widow, Mary.

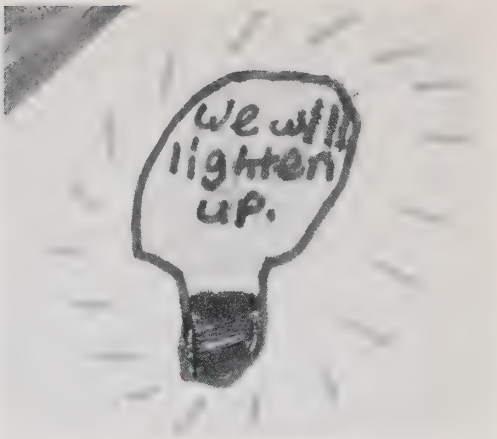
Isaiah McCoy, Jr., 32 who had joined AC Transit as a driver in 1981, died September 16 in Oakland. He worked at Seminary Division.

Survivors include his mother, Thelma W. McCoy.

Taylor E. Farrow, 57, who reached his 30th year of transit service earlier this year, died October 30 in Oakland.

The Seminary Division driver is survived by his widow, Juliette, and two daughters, Denise and Lisa.

Student letter writers " 'fess up" to their part In bus service incident



Open lines of communication and a sincere desire to improve service and student behavior on buses now promise better relations between AC Transit and St. Michael's School in Livermore.

Students, parents and administrators complained earlier this year that an AC Transit driver had "passed up" a group of St. Michael's people waiting for a Line U-Pleasanton bus. Following AC Transit's internal inquiry, including an interview with the driver, disciplinary procedures were imposed.

Students and staff, concerned that the driver might lose his job, admitted that some pupils had contributed to the incident. Soon, a bundle of letters arrived at AC Transit's administrative offices, with sentiments such as these from fourth-grader, Corey E.:

"It was the kids' fault. He asked us to quiet down but we screamed louder. You should have told our principal to have us stay off the bus for some time."

Another fourth-grader, Carolyn G., agreed:

"The guy that you suspended, it was not his fault. It was ours for yelling. We will try to do something about it."

Maureen L. addressed the driver directly:

"I hope you can get your job back. You are very kind and loving to us."

Kelly W.'s note seemed to sum up the matter very succinctly:

"Some of the St. Michael's students don't behave properly on the bus. I hope all of us will try harder."

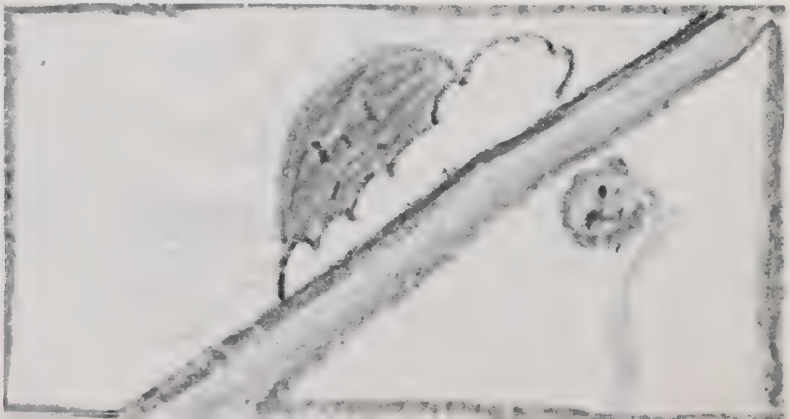
Many of these letters were decorated with colorful stickers of little balloons or stars. Some had art work of bears, trees, and cloud-strewn skies. Teacher Ann Spies also contributed her thoughts about securing a better relationship among all parties concerned.

The outcome?

The driver has returned to his route. Reports are that the students are behaving better. The school is pleased with the improvement. The parents are reassured of AC Transit's commitment to provide responsive service.

In reply to the letters, General Manager *L.A. Kimball* wrote, in part:

"The class needs to know that AC Transit realizes that everyone, including bus drivers, makes mistakes; and the purpose of our corrective action was to ensure that an individual does not repeat mistakes. We value this driver's services and assure you that we expect he will continue driving and serving the people of this District."



Our 'Stockholders' Write

It was my pleasure to be riding on a 51 bus this afternoon when I witnessed a very kind and thoughtful act by the driver *(Ronnie Williams)*.

There was a blind man riding on the bus who had told the driver he wanted to get off at the Taco Bell restaurant. When we arrived, the driver told the man that the traffic was exceptionally heavy so he would escort him across the street, which he proceeded to do.

I thought the driver should be commended for his thoughtfulness.

L. Shanis
East Bay

* * *

I wish to compliment an AC Transit driver *("Chico" Bivens)*.

When a driver shot across the street in front of the bus, Chico averted a dreadful accident. Thanks to him, we were not killed. The car shot through like a bullet.

Chico is a top driver.

Mrs. Aetna Monahan
Fremont

* * *

I recently spent a few days in Oakland and found it to be a beautiful city. What impressed me most were your bus drivers on Routes 59 and 76. We took the bus daily from Jack London Square. Each bus driver was cheerful and pleasant, not only to us but to all the passengers who got on, many asking directions.

I feel that all the bus drivers in the country should go to Oakland and take lessons in being cheerful, helpful, pleasant from your wonderful bus drivers.

Sumiko Suzuki
Hawaii

I live in the East Bay and work in S.F., and I've had to use public transportation for the last 10 years.

I decided to give AC a try, and I have never regretted that decision. Even when the traffic on the bridge is awful, I usually make it to work on time. The service you give is dependable and reliable.

Your drivers are the best — courteous, knowledgeable about connecting bus routes, and responsible about keeping to the rules of accepting only timely transfers and not letting anybody on who doesn't pay. I like that. It makes me feel that I'm alive in a civilized part of the world where systems run smoothly and the rules are enforced.

Phyllis Wadler
Albany

* * *

I have been riding AC buses since 1951, and though there are other fine men on your staff, I feel that Mr. *Al Lewis* somewhat stands apart with his very pleasant and, mainly, patient attitude.

The issue was a complicated directional change which he voluntarily repeated, over and over, until I got it straight. There was no abrupt "take it or leave it" attitude on his part.

Jean Brenna
Hayward

* * *

I have found *Joe Alder* to be an extremely helpful and courteous driver. He is an excellent employee. He found my keys and kindly reassured me about them while performing his work well.

Claire Englander
Oakland

Actions of the Board

At an adjourned regular meeting October 24, the Board of Directors:

- Authorized travel of Board members to attend fall meeting of California Association of Publicly Owned Transit Systems, on motion of Director Bettencourt.

- Approved Human Resources Department staffing recommendations; approved schedule for implementing Merit Compensation Program; approved contracting with Occupational Health Services for employee assistance program, on motion of Director Shepard.

- Authorized General Manager to contract with TTSS, Inc., for development of automated training system, on motion of Director Nakadegawa.

* * *

At a regular meeting November 14, the Board of Directors:

- Authorized General Manager to seek consultant proposals for study and evaluation of all existing and potential major transportation corridors within Alameda and Contra Costa Counties, on motion of Director Nakadegawa.

- Adopted Maintenance Plan as addendum to Five-Year Plan for Fiscal Years 1985-89, on motion of Director Nakadegawa.

* * *

At an adjourned regular meeting November 28, the Board of Directors:

- Adopted resolution of congratulations upon retirement of Dale W. Leuhring, General Manager, Golden Gate Bridge, Highway and Transportation District, on motion of Director Nakadegawa.

- Recorded support of 1985 Transportation Financing Plan proposed by Californians for Better Transportation, with specified contingency, on motion of Director Fajans.

Transit-Times

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